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3.5 Processing an Application – Part I

Gender: When referring to the Client, she/herself was used throughout Volume 4, SSM for simplicity. However, both genders, male and female, may receive benefits.

3.5.1 Overview

The Process Application work instructions describe how ACS employees in the Service Center process applications received from potential or existing Clients. Upon receipt by the Document Center, all applications are scanned and the digital image(s) are stored. The extraction of data, whether via OCR or manual data entry, depends upon the application type. An Application Case is created in the WFMS for all applications that are received, scanned and undergo the OCR process at the Document Center. An Application Case is manually created by an ACS or State employee when an applicant submits an application in person or when the application does not undergo the OCR process. The priority of the task for applications is established by the WFMS based on application.

Data contained on the customized FI 2512 – Indiana Application for Assistance is extracted via OCR. Data contained on the FI 2030 – Hoosier Healthwise for Children & Pregnant Women application is not extracted via OCR; however manual data entry has occurred upon receipt by the Service Center. Data contained on the non-customized FI 2400 – Application for Assistance – Part 1 is neither extracted via OCR nor is any data entered upon receipt by the Service Center.

3.5.2 Workgroup Responsibilities

The following workgroups are responsible for processing the listed application programs for a valid application.


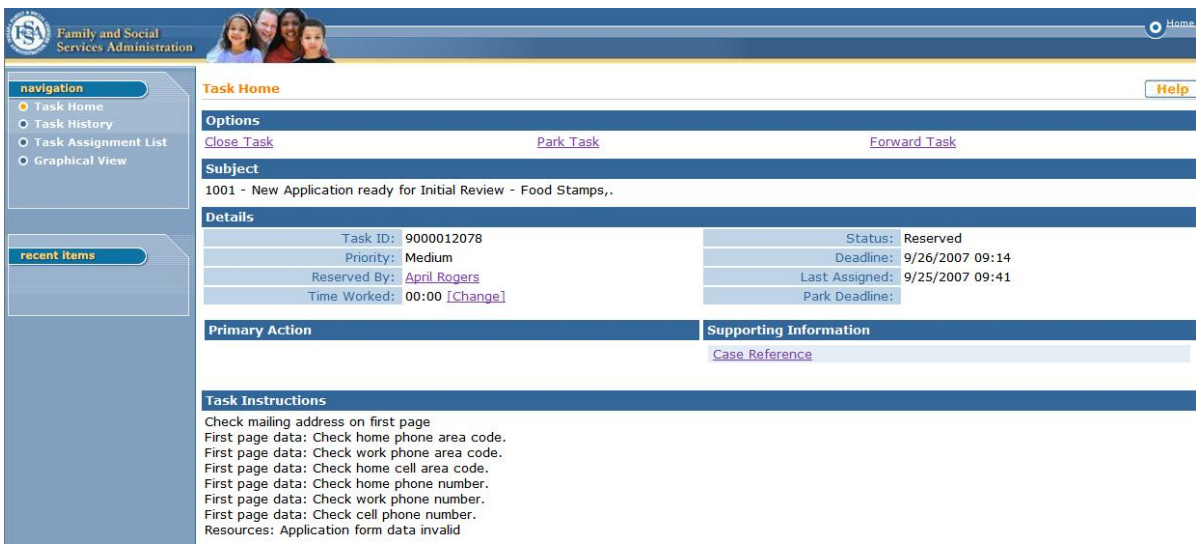
Role	Responsibility
Workgroup 1: Eligibility Associate	<p>Eligibility Associates review and register applications in priority order. If documents are legible and the application is valid, the EA file clears the members and registers the case in ICES. This action creates a task for the appropriate skill level in the appropriate Workgroup.</p> <p>A specialized group of Eligibility Associates is responsible for researching invalid new applications.</p> <p>A specialized group of Eligibility Associates is responsible for processing Out-of-State Inquiry Requests.</p>
Workgroup 2: Eligibility Specialist	<p>Eligibility Specialists process both initial and Add a Program applications for TANF, Food Stamps, Medicaid (including Hoosier Healthwise, Family and Adult). Eligibility Specialists gather information and documentation sufficient for State Eligibility Consultants to make a decision regarding the applicant's eligibility.</p>
Eligibility Associate	<p>Eligibility Associates process initial applications for Hoosier Healthwise (including Medicaid for Pregnant Women) and Add a Program applications for Hoosier Healthwise.</p>

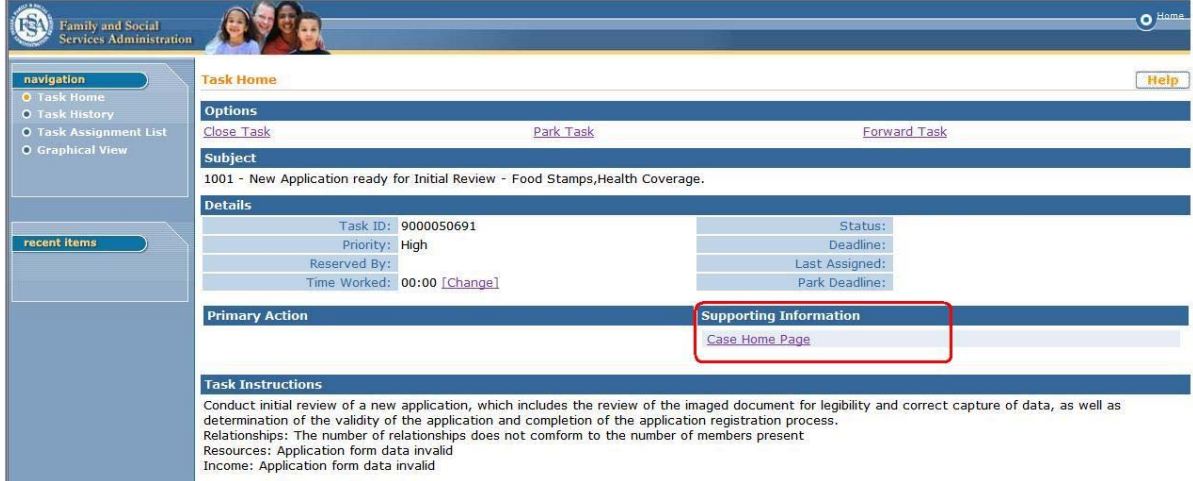

Role	Responsibility
<p>Workgroup 9: Eligibility Specialist</p> <p>Eligibility Associate</p>	<p>Eligibility Specialists process applications for State-funded programs and Refugee Assistance. Eligibility Specialists gather information and documentation sufficient for State Eligibility Consultants to make a decision regarding the applicant's eligibility.</p> <p>Eligibility Associates process applications for State-funded programs (Children's Special Health Care Services, Medicaid Burials). Eligibility Associates gather information and documentation sufficient for State Eligibility Consultants to make a decision regarding the applicant's eligibility.</p>
Workgroup 11: Adult Related Second Party Reviewer	Adult Related Second Party Reviewers process Second Party Reviews for all Adult Related Medicaid applications before the application is sent to a State Eligibility Consultant to make a decision regarding the applicant's eligibility.
Workgroup 12: Adult Related Eligibility Specialist	Eligibility Specialists process applications for all Waiver cases and Nursing Home (Aged/Disabled) Medicaid, gathering information and documentation sufficient for State Eligibility Consultants to make a decision regarding the applicant's eligibility.
Workgroups Skill Levels	<p>Applications are queued to workgroup subscribers with the appropriate skill set for the most complex program type.</p> <p>An Adult Related Eligibility Specialist can process all programs associated with an Aged or Disabled Medicaid application, including Food Stamps, TANF, Family Medicaid, etc.</p> <p>An Eligibility Specialist with a TANF skill set can process TANF, Food Stamps, Family Medicaid (including Hoosier Healthwise, but excluding Adult Medicaid).</p> <p>An Eligibility Associate can process Hoosier Healthwise applications and Hoosier Healthwise Add a Program applications.</p>


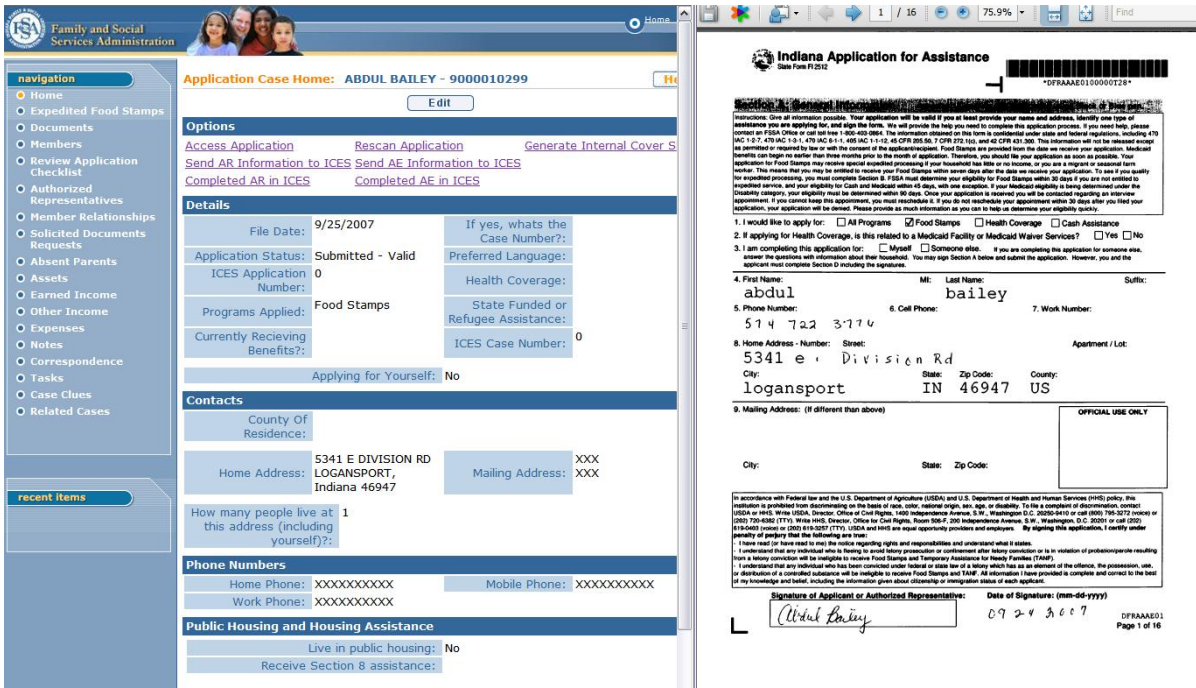
3.5.3 Workgroup 1 Work Instructions

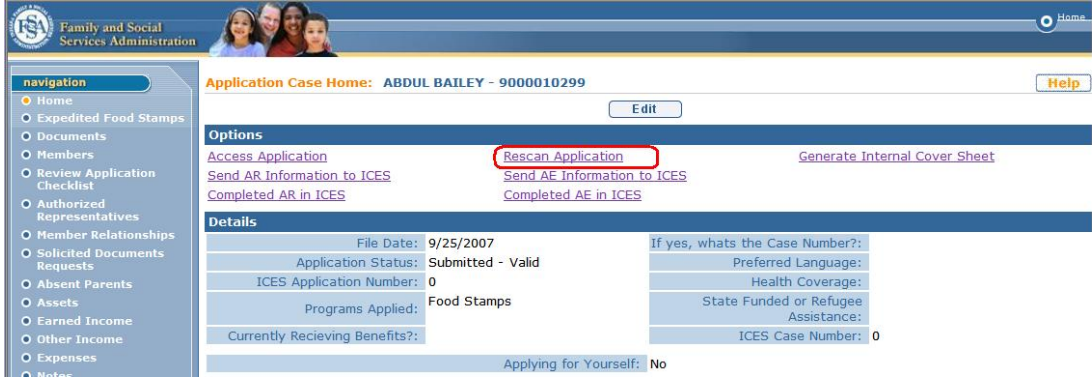
3.5.3.1 New Application Ready for Initial Review – [Program(s) Applied For]

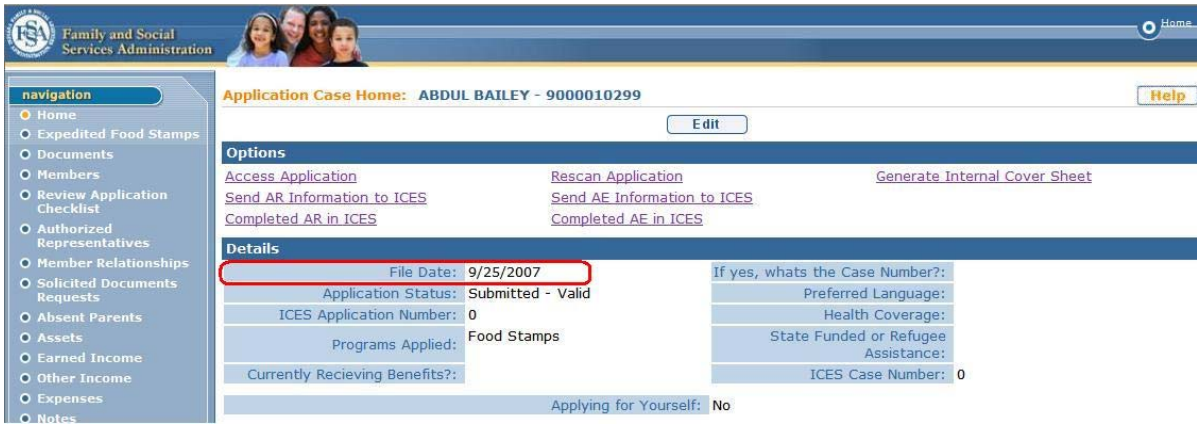

Note: If an application is received for Food Stamps, TANF, or another Medicaid program for an individual who is currently receiving MA 4 or MA 8, then the application needs to be treated as a NEW application and not an ADD-ON application. Please use the instructions in this section for processing the new application for Food Stamps, TANF, and/or Medicaid. Do not treat as an Add-On Application.



Step	New Application Ready for Initial Review – [Program(s) Applied For]
1.	<p>From the User Home page, under the My Tasks cluster, view the Task Name and click the <i>Task ID</i>.</p>  <p>The WFMS displays the Task Home.</p>
2.	<p>View the Subject and Task Instructions.</p>  <p>Task Instructions: Conduct initial review of a new application and all documents that were submitted with the application, which includes the review of the imaged documents for legibility and correct capture of data, as well as determination of the validity of the application and completion of the application registration process.</p>

Step	New Application Ready for Initial Review – [Program(s) Applied For]
3.	<p>Under the Supporting Information cluster, click <i>Case Home</i> page.</p>  <p>The screenshot shows the 'Task Home' page. The left sidebar contains navigation links: Task Home, Task History, Task Assignment List, Graphical View, and recent items. The main content area shows task details: Task ID: 9000050691, Priority: High, Reserved By: [blank], Time Worked: 00:00 [Change]. The 'Supporting Information' section is highlighted with a red box, showing the 'Case Home Page' link. The 'Task Instructions' section provides details on the initial review process.</p>
	<p>The WFMS displays the Application Case Home page.</p>  <p>The screenshot shows the 'Application Case Home' page for 'ABDUL BAILEY - 9000010299'. The left sidebar contains navigation links: Home, Expedited Food Stamps, Documents, Members, Review Application Checklist, Authorized Representatives, Member Relationships, Solicited Documents Requests, Absent Parents, Assets, Earned Income, Other Income, Expenses, Notes, Correspondence, Tasks, Case Clues, and Related Cases. The main content area shows application details: File Date: 9/25/2007, Application Status: Submitted - Valid, ICES Application Number: 0, Programs Applied: Food Stamps, Currently Receiving Benefits?: [blank], Applying for Yourself: No. The 'Supporting Information' section is highlighted with a red box, showing the 'Case Home Page' link. The 'Task Instructions' section provides details on the initial review process.</p>

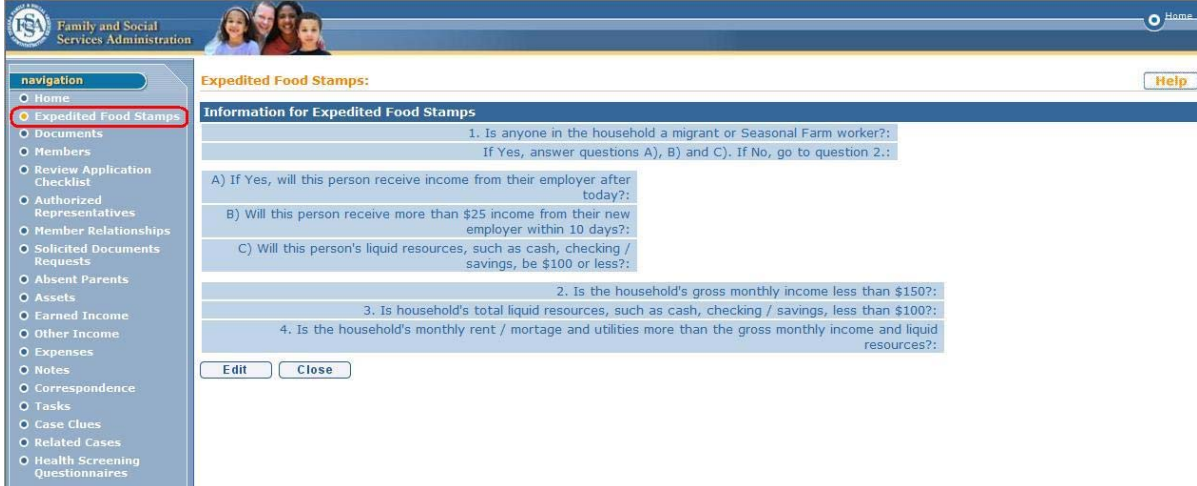
Step	New Application Ready for Initial Review – [Program(s) Applied For]
4.	<p>From the Application Case Home page, under the Options cluster, click <i>Access Application</i> to access an image of the scanned application.</p>  <p>An image of the application opens in a separate window; leave this window open in order to complete the New Application Ready for Initial Review – [Program(s) Applied For] task.</p>  <p>If the application is for a State Program, refer to Section 3.11.1.8, Forward a Task to forward the New Application Ready for Initial Review task to Workgroup 9 < insert hyperlink>.</p>

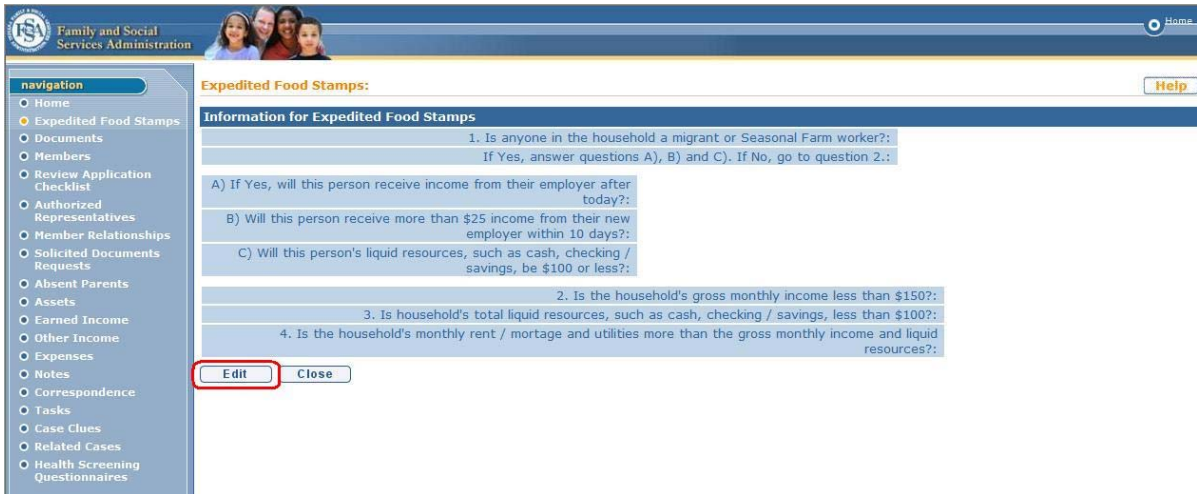
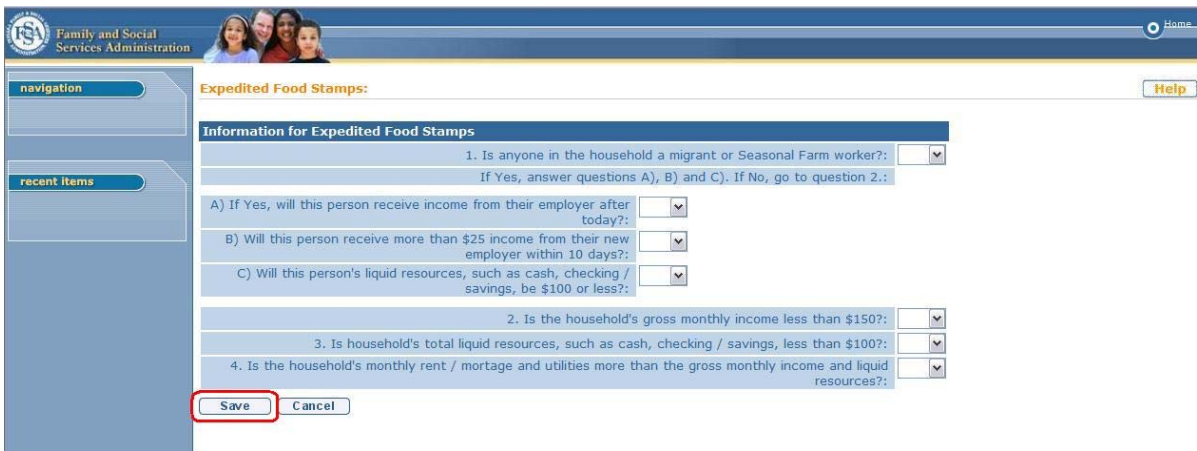
Step	New Application Ready for Initial Review – [Program(s) Applied For]
5.	<p>Review the images of the application to verify the images are legible and in the correct order.</p> <p>If the image of an application is not legible, click <i>Rescan Application</i> under the Options cluster Note: If the delivery method of document is shown as faxed, the document cannot be rescanned</p>  <p>If the pages of an application are not in the correct order and therefore need to be rearranged, refer to Section 3.5.5.3, Processing an Application WI Part II, Initiate Rearrange Document Task <insert hyperlink>.</p>
6.	<p>If an application for a person living in a non-converted (As-Is) county is received in a converted (New Solution) county Help Center or at the Service Center:</p> <ol style="list-style-type: none"> 1. Print the application and all supporting documentation submitted with the application. 2. Using the Help Center Locations section in OPS, identify the address for the DFR/FSSA office / Help Center in the non-converted county where the applicant lives. 3. Mail the documents to the non-converted county via the United States Postal Service (USPS). Do not fax these documents. 4. If an application case was created before it is discovered that the application is from a non converted county, enter notes in the WFMS application case detailing action taken and mark the application as Submitted Invalid to avoid creation of temporal tasks for this application. 5. Go to Step 67 and close the New Application Ready for Initial Review task. <p>Review the image of the application to determine if the application is valid according to policy. Valid applications must contain a name, address, program request, and signature.</p> <p>If an application is determined invalid, refer to Section 3.5.5.6, Processing an Application WI Part II, Initiate Research Invalid New Application Task <insert hyperlink> to create a Research Invalid New Application task for the Invalid Applications queue.</p>

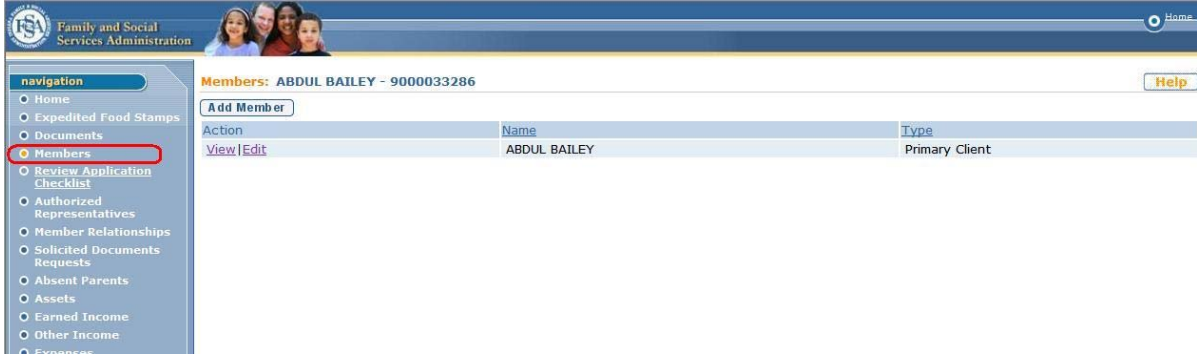
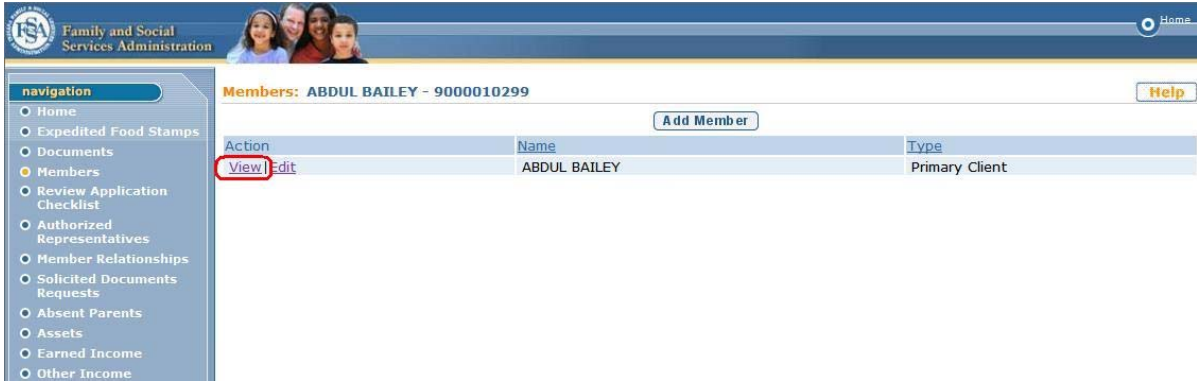
Step	New Application Ready for Initial Review – [Program(s) Applied For]
7.	<p data-bbox="321 247 1511 344">Under the Details cluster, compare the file date in the WFMS with the earliest date stamp on the application to verify the file date has been extracted and/or data entered correctly in accordance with policy.</p> <div data-bbox="321 352 1511 772">  </div> <ul data-bbox="321 785 1295 953" style="list-style-type: none"> ✓ The file date is the earliest of: ✓ The date stamped by the State office or Help Center on the application. ✓ The date the application is received via fax at the Document Center. ✓ The date the application is received via mail at the Document Center. <p data-bbox="321 961 1511 1066">For HHW applications received from an enrollment center, the file date is the date of receipt at the enrollment center. This is shown at the bottom of page One in the field labeled Date of Application.</p> <div data-bbox="337 1079 1430 1129"> <p>Completed by Enrollment Center: Date of application:(month, day, year) _____ Center's Code: _____ Interviewer: _____</p> </div> <p data-bbox="321 1142 1305 1226">If the file date is not correct, click <i>Documents</i> from the left Navigation bar. The WFMS displays the Documents page. Click <i>Edit</i> next to the application.</p> <div data-bbox="321 1234 1511 1570">  </div> <p data-bbox="321 1583 1511 1688">The WFMS displays the Edit Document Details page where the file date is to be corrected. Once the correct file date has been entered, click <i>Save</i>. Be sure to include the reason for modifying the file date in the case notes.</p> <p data-bbox="321 1696 873 1730">The WFMS displays the Documents page.</p> <p data-bbox="321 1738 1511 1808">If the Application does not match anyone in this case, review Steps for De-linking and Linking a document. <insert hyperlink to Step 38 of this section></p>
8.	<p data-bbox="321 1816 873 1894">Click <i>Home</i> in the upper right corner. The WFMS displays the User Home page.</p>

Step	New Application Ready for Initial Review – [Program(s) Applied For]																					
9.	To avoid duplicate RID's and duplicate issuance of benefits, perform clearance at both the household and individual level. Refer to Section 3.11.3, Search WI <insert hyperlink> to search by household address, household member name(s), and household member SSN(s).																					
10	<div>Click <i>Person</i> under the Search For cluster.</div> <div></div> <div>The WFMS displays the Search Person page.</div>																					
11	Enter the Search Criteria for household member #1.																					
12	<div>Click <i>Search</i>.</div> <div>The WFMS populates the Search Results cluster based on the search criteria entered.</div> <div></div> <table><thead><tr><th>Person Name</th><th>ICES/Curam Case Number</th><th>Social Security Number</th><th>AG/Case Type</th><th>Payee</th><th>Authorized Representative</th><th>Status</th></tr></thead><tbody><tr><td>abdul bailey</td><td>9000009738</td><td></td><td>Screening Case</td><td></td><td></td><td></td></tr><tr><td>ABDUL BAILEY</td><td>9000010299</td><td></td><td>Application Case</td><td></td><td></td><td></td></tr></tbody></table>	Person Name	ICES/Curam Case Number	Social Security Number	AG/Case Type	Payee	Authorized Representative	Status	abdul bailey	9000009738		Screening Case				ABDUL BAILEY	9000010299		Application Case			
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ABDUL BAILEY	9000010299		Application Case																			


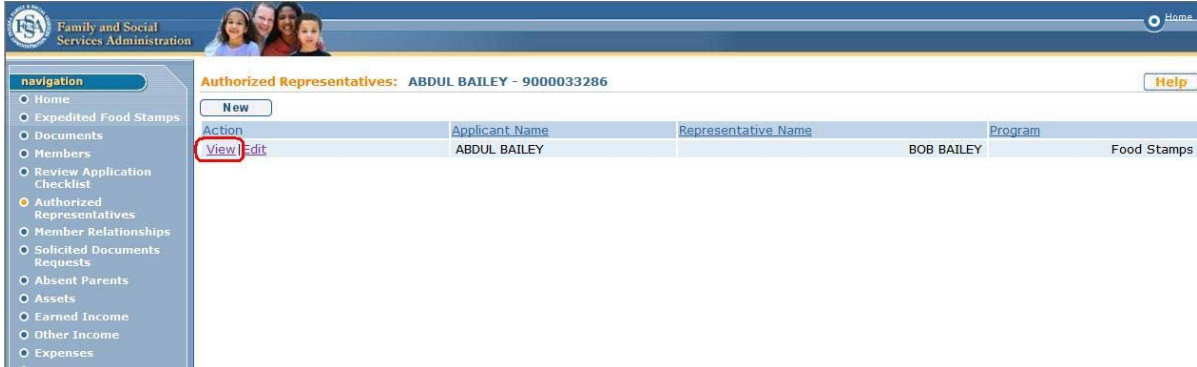
Step	New Application Ready for Initial Review – [Program(s) Applied For]
13	<p>Review the search results to determine if any of the individuals on the application are in another case with either a pending or open status. It may be necessary to review each case individually to determine the current status. If necessary, sort the Search Results by clicking on the column name. If multiple application cases exist for one individual, review the application case status by clicking on the ICES/Curam Case Number. The WFMS displays the Application Case Home. Review the status of the application case.</p> <p>Note: If an application is received for Food Stamps, TANF, or another Medicaid program for an individual who is currently receiving MA 4 or MA 8 then the application needs to be treated as a NEW application and not an Add a Program application. Please refer to the instructions for processing a new application for the application for Food Stamps, TANF, and/or Medicaid and complete using those instructions. Do not treat as an Add a Program Application.</p> <p>If any of the individuals on the application are in another case, determine whether the application is for a case due for redetermination or is either an Add a Program or Add a Person application. If the application contains the same household members as an existing case but is requesting another program, mark the Add a Program Only box on the Review Application Checklist. If the application contains another household member and/or is requesting another program, mark the Member(s) on application currently active in another ICES case box on the Review Application Checklist.</p> <p>From the Application Case Home page, click Review Application Checklist from the left Navigation bar and mark the appropriate box. Click Save. The WFMS displays the Review Application Checklist.</p>
14	Repeat Steps 9-13 for each household member.
15	Compare all information on the Application Case Home page with the application, verifying that the information has been extracted and/or data entered correctly.
16	<p>To complete the AR and AE processes in ICES, the county and township must be entered in the WFMS Application Case. If unknown, the county and/or township may be obtained by using the Census Bureau website - http://factfinder.census.gov/servlet/AGSGeoAddressServlet?_lang=en&_programYear=50&_treeId=420.</p> <p>From the Application Case Home page, click <i>Edit</i>.</p> <p>The WFMS displays the Modify Application Case page.</p> <p>Under the Participant Home Address cluster, using the drop down box, select the county associated with the participant's home address.</p> <p>Under the Participant Home Address cluster, using the drop down box, select the township associated with the participant's home address.</p> <p>If additional information needs to be modified, enter corrections in the appropriate data fields. Once necessary modifications have been made, click <i>Save</i>.</p> <p>The WFMS displays the Application Case Home page.</p>
17	If the Application sections where the applicant selects what program(s) she is applying for do not show Food Stamps checked, skip to Step 20 below.



Step	New Application Ready for Initial Review – [Program(s) Applied For]
18	<p data-bbox="321 247 1076 279">Click <i>Expedited Food Stamps</i> from the left Navigation bar.</p> <div data-bbox="321 289 1511 772">  <p>The screenshot shows the FSSA website interface. On the left is a navigation menu with 'Expedited Food Stamps' selected. The main area displays a form for 'Information for Expedited Food Stamps'. The form contains four questions: 1. Is anyone in the household a migrant or Seasonal Farm worker?; 2. Is the household's gross monthly income less than \$150?; 3. Is household's total liquid resources, such as cash, checking / savings, less than \$100?; 4. Is the household's monthly rent / mortgage and utilities more than the gross monthly income and liquid resources? Below the questions are 'Edit' and 'Close' buttons.</p> </div> <p data-bbox="321 789 1036 821">The WFMS displays the Expedited Food Stamps page.</p>


Step	New Application Ready for Initial Review – [Program(s) Applied For]
19	<p>Compare the information in the WFMS with the application, verifying that the answers to the expedited food stamp questions have been extracted and/or data entered correctly. If any information needs to be modified, click <i>Edit</i>.</p>  <p>The WFMS displays the Expedited Food Stamps page. Enter corrections by selecting the correct answer from the drop-down boxes. Once necessary modifications have been made, click <i>Save</i>.</p>  <p>The WFMS displays the Expedited Food Stamps page.</p>


Step	New Application Ready for Initial Review – [Program(s) Applied For]
20	<p>Click <i>Members</i> from the left Navigation bar.</p>  <p>The WFMS displays the Members page.</p> <p>Compare the number of household members listed in the WFMS Application case with the number of household members listed on the application, verifying that the information has been extracted and/or data entered correctly. If a member is listed on the application, but not listed in the WFMS application case, refer to Section 3.5.3.2, Add Member <insert hyperlink>.</p>
21	<p>Click <i>View</i> next to the member.</p>  <p>The WFMS displays the View Member page.</p>


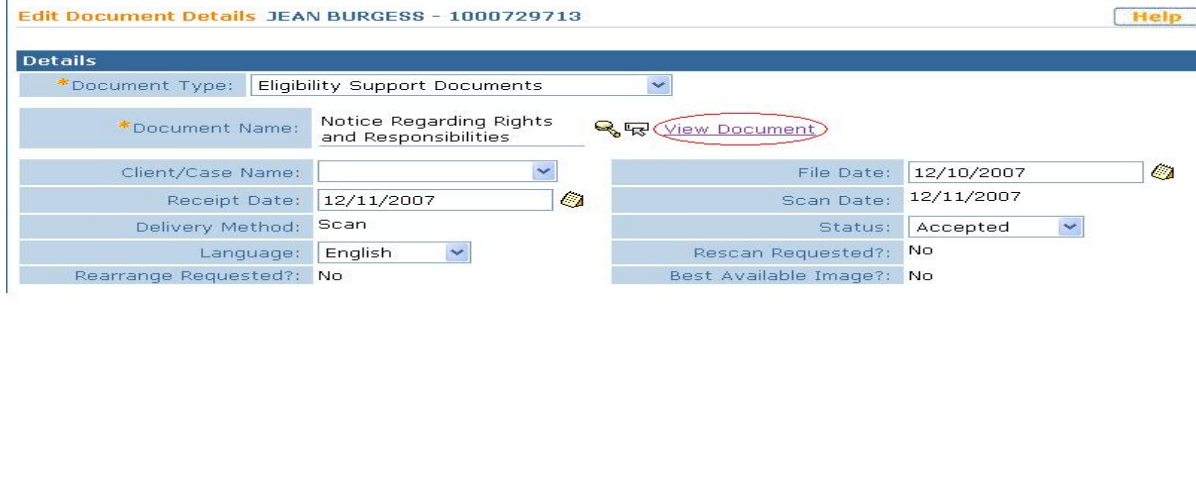
Step	New Application Ready for Initial Review – [Program(s) Applied For]
22	<p>Compare all information on the View Member page with the member information on the application, verifying that the information has been extracted and/or data entered correctly.</p> <div data-bbox="318 317 911 1062"> </div> <div data-bbox="927 317 1511 1031"> </div> <p>To Edit Member Details, click <i>Edit</i>.</p> <p>The WFMS displays the Modify Member page where changes are to be made. Once all changes have been made, click <i>Save</i>.</p> <p>The WFMS displays the View Member page. Click <i>Close</i>.</p> <p>The WFMS displays the Members page.</p> <p>If a household member(s) has indicated he/she is currently receiving (or has recently received) assistance from another state, refer to Section 3.5.5.4, Processing an Application WI Part II, Initiate Out-of-State Inquiry Request Task <insert hyperlink> to create an Out-of-State Inquiry Request task for the Inquiries queue.</p>

Step	New Application Ready for Initial Review – [Program(s) Applied For]
23	<p>Click <i>Authorized Representative</i> from the left Navigation bar.</p>  <p>The WFMS displays the Authorized Representative page.</p>
24	<p>Click <i>View</i> next to the authorized representative.</p>  <p>The WFMS displays the View Authorized Representative Details page.</p>
25	<p>Compare the Authorized Representative information in the WFMS with the authorized representative information on the application, verifying that the information has been extracted and/or data entered correctly.</p> <p>To edit Authorized Representative details, click <i>Edit</i> next to the Authorized Representative to be modified.</p> <p>The WFMS displays the Modify Authorized Representative page where changes are to be made.</p> <p>Once all changes have been made, click <i>Save</i>.</p> <p>The WFMS displays the Authorized Representatives page.</p> <p>To Add an Authorized Representative, refer to Section 3.5.3.3, Add Authorized Representative <insert hyperlink>.</p>

Step	New Application Ready for Initial Review – [Program(s) Applied For]
26	<p>Click <i>Member Relationships</i> from the left Navigation bar.</p>  <p>The WFMS displays the Member Relationships page.</p>
27	<p>Compare the Member Relationship information in the WFMS with the member relationship information on the application, verifying that the information has been extracted and/or data entered correctly.</p> <p>To edit Member Relationship details, click <i>Edit</i> next to the Member Relationship to be modified.</p> <p>The WFMS displays the Modify Member Relationships page where changes are to be made.</p> <p>Once all changes have been made, click <i>Save</i>.</p> <p>To Add a Member Relationship, refer to Section 3.5.3.4, Add Member Relationship <insert hyperlink>.</p>
28	<p>Click <i>Documents</i> from the left Navigation bar.</p>  <p>The WFMS displays the Documents page.</p>


Step	New Application Ready for Initial Review – [Program(s) Applied For]
29	<p>Click View next to the first supporting document received with the application.</p> <p>If there are other documents already listed, look only for the documents with the same Receipt Date as the Application. If the documents are not in order of the date received, click on Receipt Date to sort in the order that will be most effective to search for documents received with the application.</p> <p>If no supporting documents are included with the application, skip to Step 33.</p>  <p>The WFMS displays the View Document Details page. Click on the Document Name hyperlink and an image of the document opens in a separate window..</p>

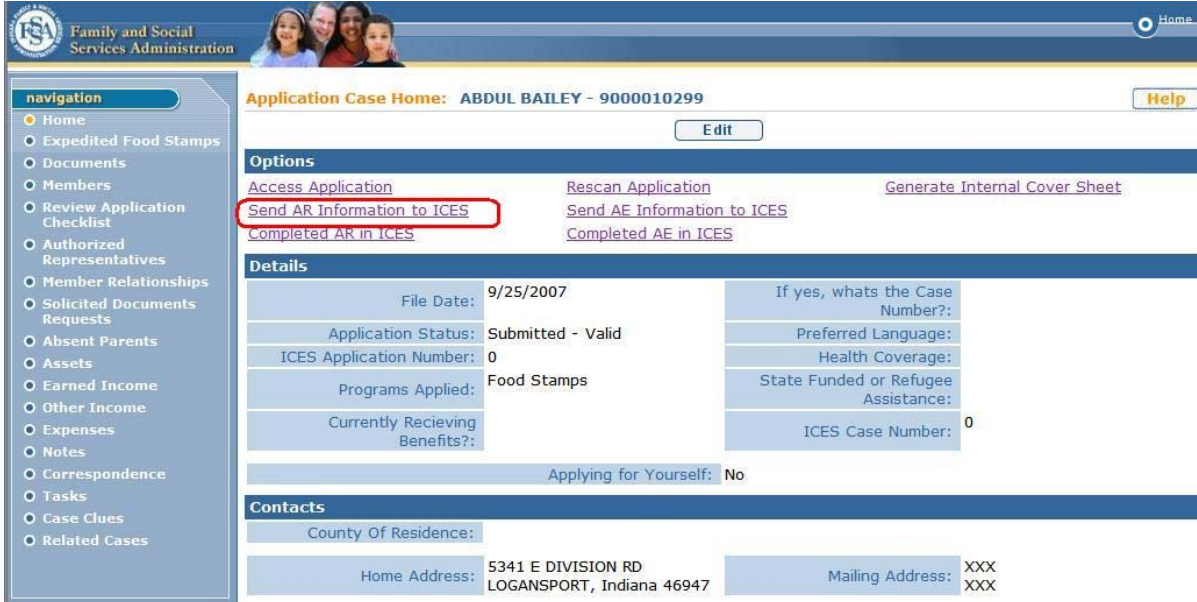
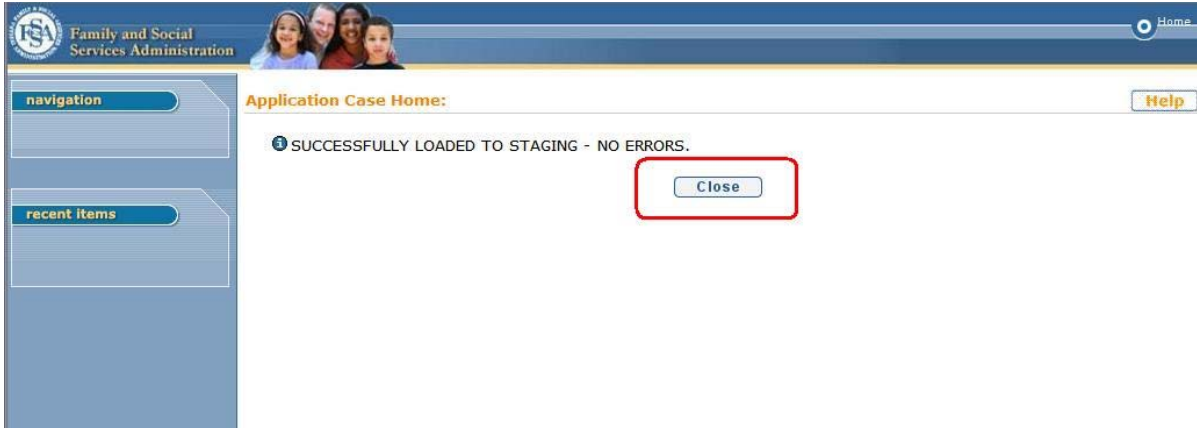
Step	New Application Ready for Initial Review – [Program(s) Applied For]
30	<p>Review the image of the supporting document to verify the document image is legible and the pages are in the correct order. Refer to Section 3.11.2, Document Management <insert hyperlink>.</p> <p>If a document image is not legible, under the Options cluster, click <i>Rescan</i>. Note: If the delivery method of document is shown as faxed, the document can not be rescanned.</p> <p>The WFMS displays the Rescan Confirmation page. Click <i>Submit</i>.</p>  <p>If the pages of a multi-page supporting document are not in the correct order and therefore need to be rearranged, refer to Section 3.5.5.3, Initiate Rearrange Document Task <insert hyperlink>.</p>
31	<p>Review details associated with the document under the Details cluster, verifying the document details are correct. Refer to Section 3.11.2, Document Management <insert hyperlink>. Review the Document Type and Document Name, verifying they are correct.</p> <p>If any of the document details need to be modified, click <i>Edit</i>.</p> <p>The WFMS displays the Edit Document Details page where changes are to be entered. Once necessary document details have been corrected, click <i>Save</i>.</p> <p>The WFMS displays the Documents page.</p> <p>If a document has been incorrectly indexed to an application, click <i>De-link</i>. De-linking a document will remove any details associated with the document and create a Non-Indexed Document task for WG8 Non-Indexed document queue. Therefore, if a document is related to the application case, but not necessarily required documentation, do not de-link the document; leave the document indexed to the application case.</p> <p>The WFMS displays the Documents page.</p>
32	<p>From the Documents Page review the supporting documents that were submitted with the application.</p>

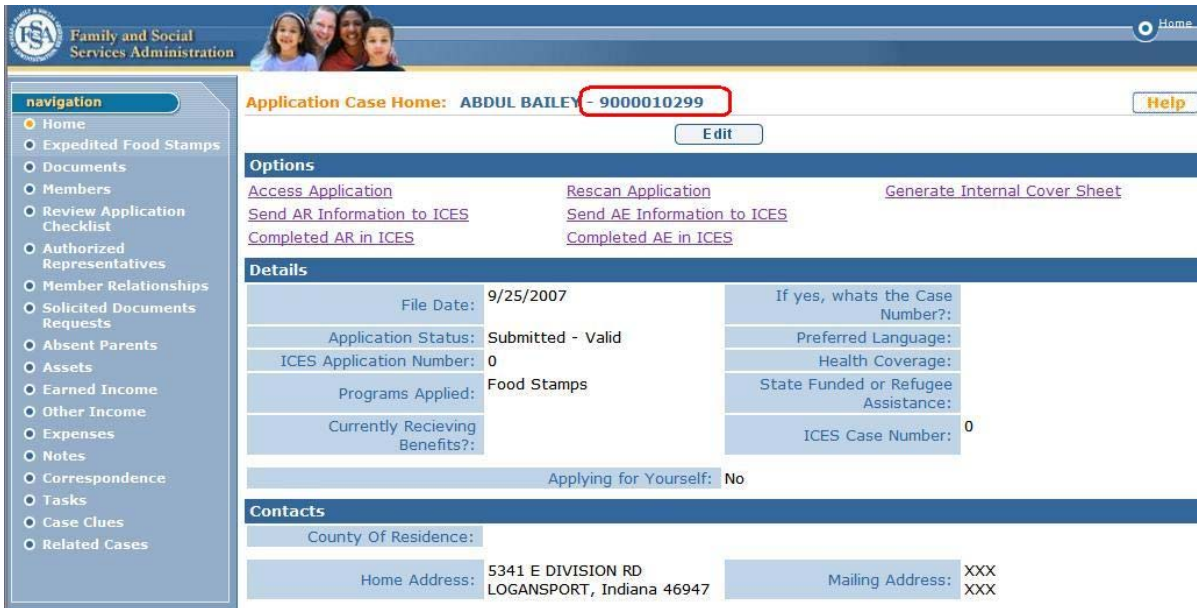
Step	New Application Ready for Initial Review – [Program(s) Applied For]																																										
33	<p>Select Edit under Action next to the Document Type listed.</p>  <p>The screenshot shows the FSA Documents page. On the left is a navigation menu with options like Home, Applications, Documents, Members, Addresses, Phone Numbers, Pending Verification Checklist, Data Collection Checklist, Second Party Review Checklist, Change Checklist, and Solicited Documents. The main area is titled 'Documents:' and has buttons for 'Search Non-indexed Documents' and 'Attach Document'. Below these is a table of documents. The first document has 'View Edit' links under the 'Action' column, with 'Edit' circled in red. The table has columns: Action, Document Type, Document Name, Client, Receipt Date, Status, and Related Case ID.</p> <table><thead><tr><th>Action</th><th>Document Type</th><th>Document Name</th><th>Client</th><th>Receipt Date</th><th>Status</th><th>Related Case ID</th></tr></thead><tbody><tr><td>View Edit</td><td>Application and Redetermination Forms</td><td>Application for Assistance (Converted)</td><td>Smiley GrantE</td><td>10/12/2007</td><td>Received</td><td>9000021716</td></tr><tr><td>View Edit</td><td>Vital Statistics</td><td>Birth Certificate</td><td>Smiley GrantE</td><td>10/12/2007</td><td>Received</td><td>9000021716</td></tr><tr><td>View Edit</td><td>Vital Statistics</td><td>Birth Confirmation Notice</td><td>Smiley GrantE</td><td>10/12/2007</td><td>Received</td><td>9000021716</td></tr><tr><td>View Edit</td><td>Unknown</td><td>Unknown document</td><td>Smiley GrantE</td><td>10/12/2007</td><td>Received</td><td>9000021716</td></tr><tr><td>View Edit</td><td>Eligibility Support Documents</td><td>Notice Regarding Rights and Responsibilities</td><td>Smiley GrantE</td><td>10/12/2007</td><td>Received</td><td>9000021716</td></tr></tbody></table>	Action	Document Type	Document Name	Client	Receipt Date	Status	Related Case ID	View Edit	Application and Redetermination Forms	Application for Assistance (Converted)	Smiley GrantE	10/12/2007	Received	9000021716	View Edit	Vital Statistics	Birth Certificate	Smiley GrantE	10/12/2007	Received	9000021716	View Edit	Vital Statistics	Birth Confirmation Notice	Smiley GrantE	10/12/2007	Received	9000021716	View Edit	Unknown	Unknown document	Smiley GrantE	10/12/2007	Received	9000021716	View Edit	Eligibility Support Documents	Notice Regarding Rights and Responsibilities	Smiley GrantE	10/12/2007	Received	9000021716
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View Edit	Eligibility Support Documents	Notice Regarding Rights and Responsibilities	Smiley GrantE	10/12/2007	Received	9000021716																																					
34	<p>Select the View Document link from the Document Details Home Page</p>  <p>The screenshot shows the 'Edit Document Details' page for JEAN BURGESS. The page has a 'Details' section with various fields. The 'Document Type' is 'Eligibility Support Documents'. The 'Document Name' is 'Notice Regarding Rights and Responsibilities'. The 'Client/Case Name' is 'JEAN BURGESS - 1000729713'. The 'Receipt Date' is '12/11/2007'. The 'Delivery Method' is 'Scan'. The 'Language' is 'English'. The 'Rearrange Requested?' is 'No'. The 'File Date' is '12/10/2007'. The 'Scan Date' is '12/11/2007'. The 'Status' is 'Accepted'. The 'Rescan Requested?' is 'No'. The 'Best Available Image?' is 'No'. The 'View Document' link is circled in red.</p>																																										
35	Review the document to verify the information is legible.																																										
36	Close the document by clicking on the red arrow in the upper, right-hand corner of the document.																																										

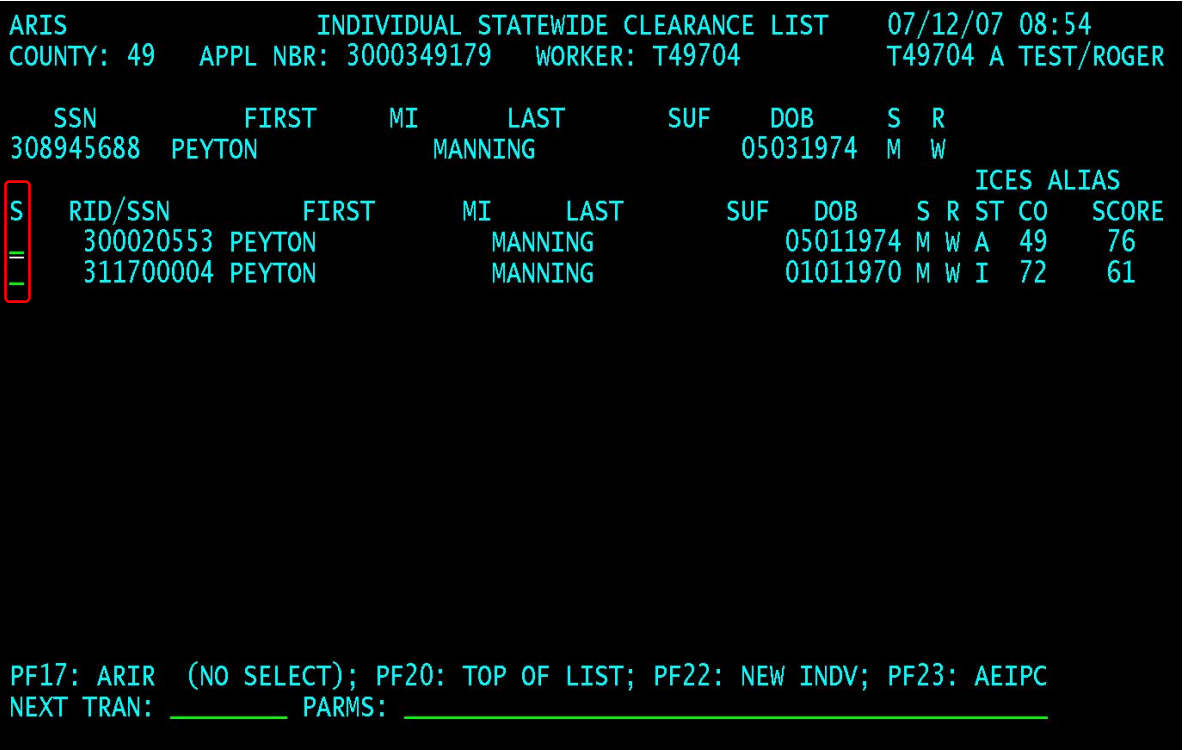
Step	New Application Ready for Initial Review – [Program(s) Applied For]
37	<p>You will be returned to the Edit Documents Detail Page</p> <p>In the Drop-Down Box next to Status, change the status from “Received” to “Accepted” if the document is legible and is related to this application case and the members of the case. If the document was not legible, request a rescan of the document by selecting <i>Rescan</i> from the Options cluster. However, if the document is listed as “faxed” under Delivery Method, a rescan cannot be requested.</p> <div data-bbox="326 485 1510 858"> <p>Details</p> <p>*Document Type: Income</p> <p>*Document Name: Request for Earnings Information View Document</p> <p>Client/Case Name: JEAN BURGESS</p> <p>Receipt Date: 1/11/2008</p> <p>Delivery Method: Fax</p> <p>Language: English</p> <p>Rearrange Requested?: No</p> <p>File Date:</p> <p>Scan Date: 1/11/2008</p> <p>Status: Received</p> <p>Rescan Requested?:</p> <p>Best Available Image?:</p> </div> <p>If the document is not related to anyone on the application, then select <i>De-link and Search a Person</i> or <i>De-link and Search a Case</i>.</p>
38	<p>If you selected to <i>De-Link and Search a Case</i> then the Search Case page will display. <Insert new GUI when available></p> <p>If you selected to <i>De-Link and Search a Person</i> then the Search Person page will display. <Insert new GUI when available></p> <p>Use the same Search methods for searching a case or a person, depending on which option was selected, found in Section 3.11.3.6 Searching for a Case Work Instructions and 3.11.3.5 Searching for a Person Work Instructions <insert hyperlink>.</p>
39	<p>If the search finds a match to the individual or case related to the document, note the case number or person the document was related to and select Link. Go Step 40.</p> <p>If no matches are found when searching a case and a person, then select Close. The Document Details page will display. Select <i>De-Link</i> and a task will automatically be created for WG 8 to process a Non-Indexed Document. Skip to Step 43.</p>

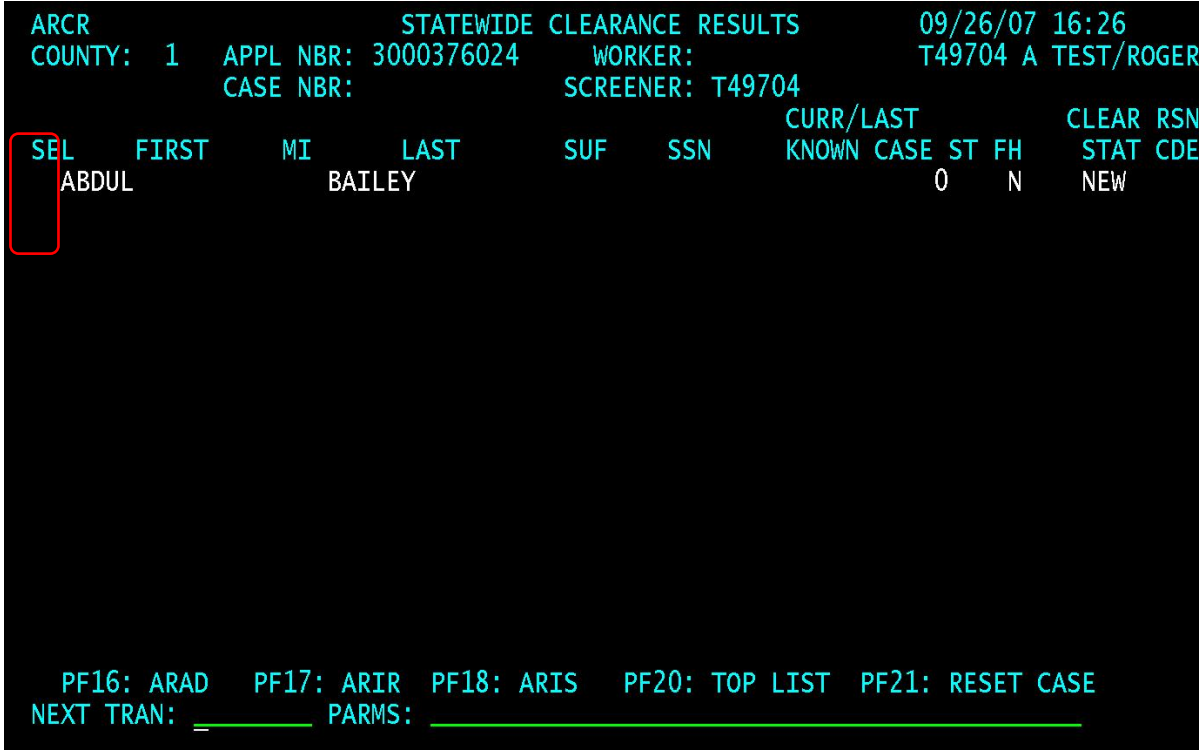

Step	New Application Ready for Initial Review – [Program(s) Applied For]
40	Go to the case to which the document was just linked in WFMS.
41	<p>From the left navigation on the Case Home Page, select Solicited Documents Requests and verify if any solicited documents requested due date fields are still blank; determine if the document that was just linked to the case satisfies the solicited request.</p> <p>If the solicited documents that were requested were selected as “Other” on the Pending Verification form, then from the left navigation, select Correspondence and determine what the “Other” was for.</p>
42	<p>If the document that was just linked to the case meets the requirement for any of the documents that were solicited, then select Edit from the Action column next to the Correspondence listed.</p> <p>If the document that was just linked to the case does not meet the requirements of any of the documents that were solicited or no documents had been solicited, go to Step 43.</p>
43	In the Received field, update the date that the document was received and select Save.
44	Return to the case related to the original task that was received.
45	Repeat Steps 34 to 37 and if necessary Steps 38 to 42 for de-linking and linking of documents, for all the documents listed on the Documents page.
46	From the Documents Page, review the supporting documents that were submitted with the application.
47	Repeat Steps 28-38 for each supporting document received with the application and Steps 38-46 if the document needs to be de-linked or linked.

Step	New Application Ready for Initial Review – [Program(s) Applied For]
48	<p>If the application is for an Add a Program or Add a Person, skip to Step 59. Do not push Add a Program or Add a Person applications through AR in ICES.</p> <p>Click <i>Home</i> from the left Navigation bar.</p>  <p>The WFMS displays the Application Case Home page.</p>

Step	New Application Ready for Initial Review – [Program(s) Applied For]
49	<p data-bbox="321 247 1377 310">From the Application Case Home page, under the Options cluster, click <i>Send AR Information to ICES</i>.</p> <div data-bbox="321 321 1511 919">  </div> <p data-bbox="321 940 1469 1035">The WFMS displays a confirmation page. Click <i>Close</i>. If the WFMS does not display a Successfully Loaded to Staging confirmation page, resolve the issues preventing the AR push before attempting to Send AR Information to ICES.</p> <div data-bbox="321 1045 1511 1472">  </div>



Step	New Application Ready for Initial Review – [Program(s) Applied For]
50	<p>Navigate to ICES. Enter TRAN: ARLD; PARMS: WFMS Application Number. Press Enter. The WFMS Application Number can be found at the top of the Application Case Home page.</p>  <p>NEXT TRAN: ARLD_____ PARMS: 9000010299</p>
51	The WFMS pushes the application information through the AR driver flow in ICES.
52	<p>Complete subsequent application registration screens in ICES.</p> <p>If the WFMS pushes all Application Registration information with the AR Driver Flow stopping at ARAS, skip to Step 57. ICES screen ARAS will only display if Food Stamps is a program requested.</p>


Step	New Application Ready for Initial Review – [Program(s) Applied For]
53	<p data-bbox="326 247 1503 310">Complete screen ARIS – Individual Statewide Clearance List. ARIS displays when potential matches are found.</p> <div data-bbox="326 321 1503 1066">  </div> <p data-bbox="326 1077 1503 1140">For an exact match, place an “X” in the select column and press Enter. The next individual displays and the same process is repeated until all individuals have been cleared.</p> <p data-bbox="326 1161 1503 1329">If determined that demographic data contained in ICES is different than demographic data contained on the application, reconcile the information to allow completion of the application registration process without creating a duplicate RID. Be sure to include any incorrect demographic data in case notes to inform the next worker of the necessity to make any required demographic corrections.</p> <p data-bbox="326 1350 1503 1413">If the individual is not known to ICES, press PF22. An edit appears at the bottom of the screen. To confirm the individual is new, enter “Y” and press Enter.</p> <div data-bbox="326 1423 1503 1463"> <p>PF22 - NEW INDV, ARE YOU SURE ?, PLEASE CONFIRM: _ (Y/N)</p> </div>


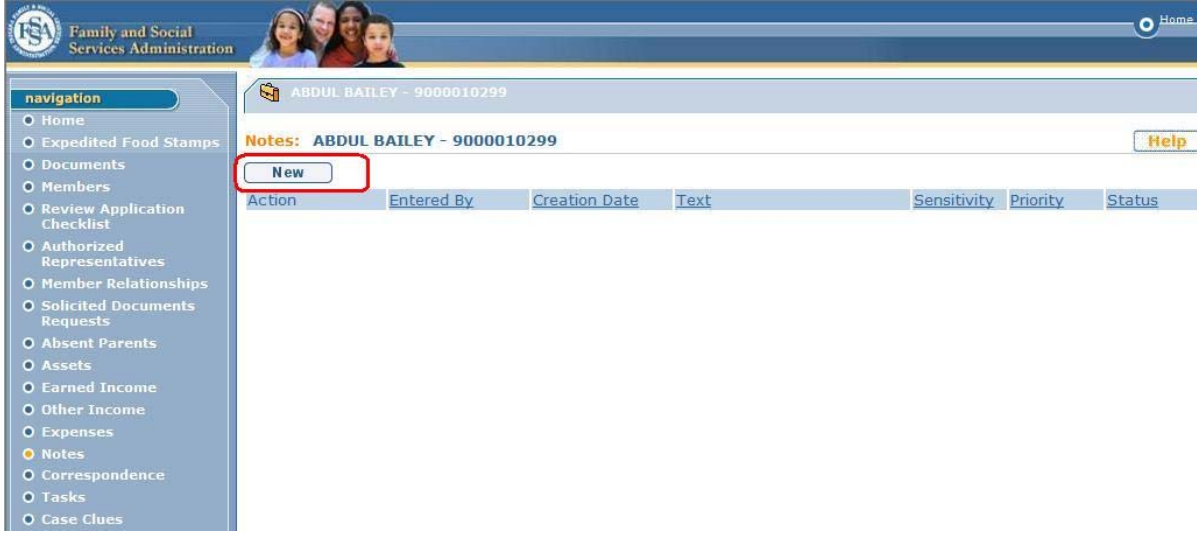
Step	New Application Ready for Initial Review – [Program(s) Applied For]
54	<p data-bbox="321 247 1513 310">Complete screen ARCR – Statewide Clearance Results. ARCR displays the results of the individual clearance process for all applicants.</p> <div data-bbox="321 321 1513 1066">  <pre> ARCR STATEWIDE CLEARANCE RESULTS 09/26/07 16:26 COUNTY: 1 APPL NBR: 3000376024 WORKER: T49704 A TEST/ROGER CASE NBR: SCREENER: T49704 SEL FIRST MI LAST SUF SSN CURR/LAST KNOWN CASE ST FH CLEAR RSN ABDUL BAILEY 0 N NEW PF16: ARAD PF17: ARIR PF18: ARIS PF20: TOP LIST PF21: RESET CASE NEXT TRAN: PARS: </pre> </div> <p data-bbox="321 1077 1513 1140">If an individual is known to ICES, use the inactive Case Number containing the most current/correct information. Place an “X” in the select column and press Enter.</p> <p data-bbox="321 1157 1513 1220">Reset the Case Number on ARCR if a more appropriate Case Number is available. Press PF21. Press Enter.</p> <p data-bbox="321 1236 1513 1299">If an individual fails clearance, refer to File Clearance Failure Reason Codes by entering TRAN: RFDI; PARS: TSCF. Resolve clearance issues and continue with Step 55.</p> <div data-bbox="321 1310 1513 1476">  <pre> COUNTY: 49 APPL NBR: 3000341275 WORKER: T49704 T49704 A TEST/ROGER CASE NBR: SCREENER: T49704 SEL FIRST MI LAST SUF SSN CURR/LAST KNOWN CASE ST FH CLEAR RSN HOMER SIMPSON 0 N FAIL 01 </pre> </div>

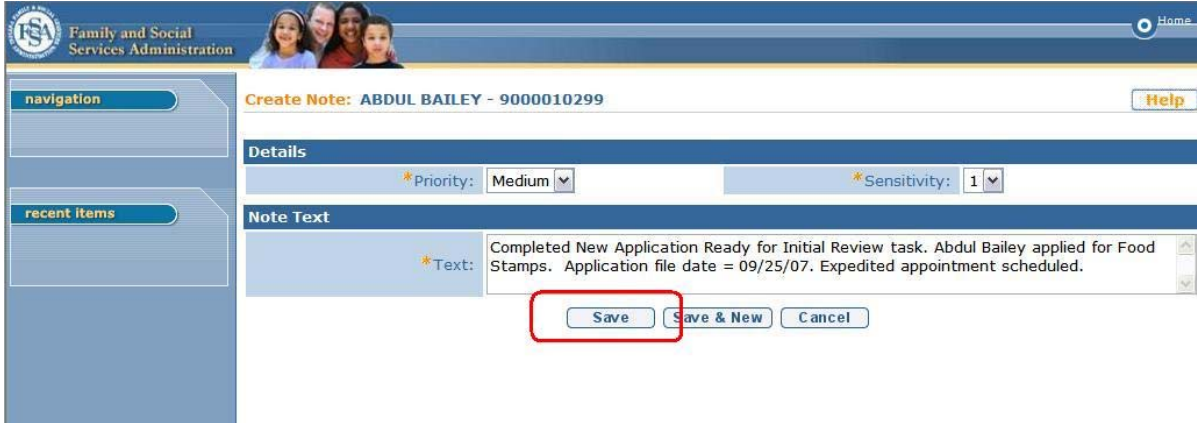
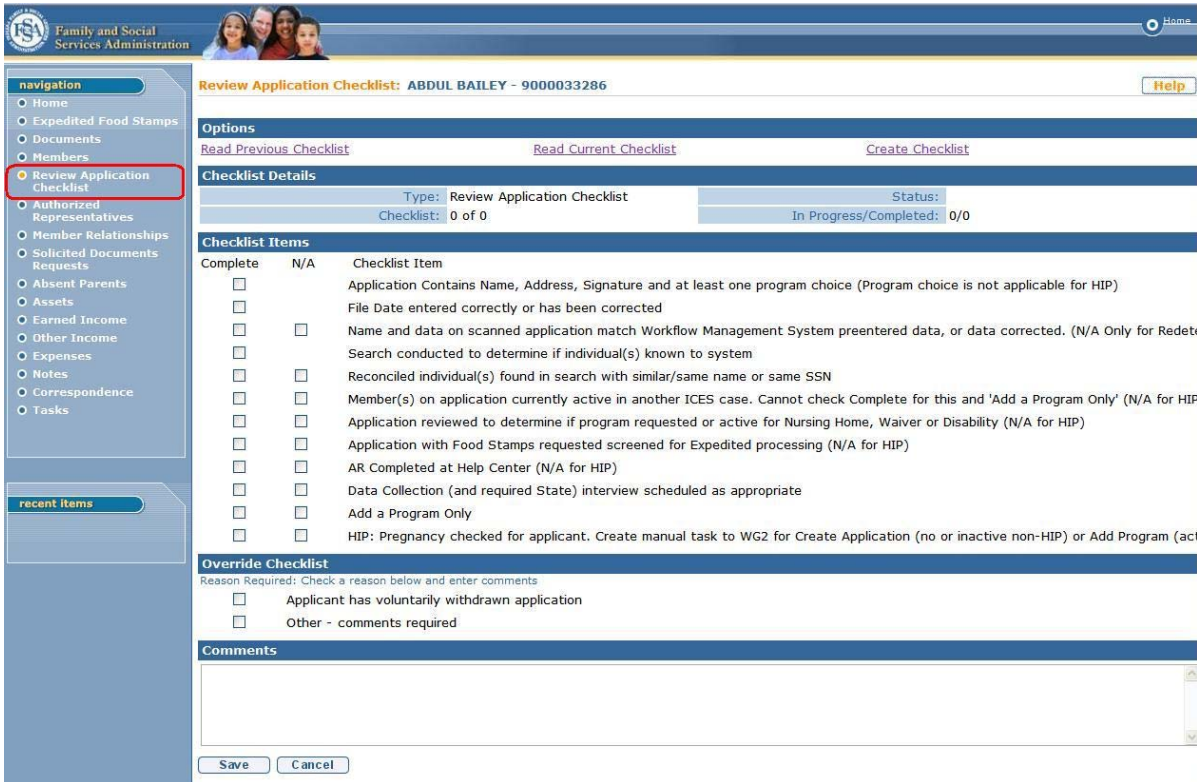
Step	New Application Ready for Initial Review – [Program(s) Applied For]
55	<p data-bbox="321 247 1510 279">View screen ARPC – Prior Contacts List. ARPC is an informational screen. Press Enter.</p> <div data-bbox="321 289 1510 1029"> <pre> ARPC PRIOR CONTACTS LIST 09/26/07 16:29 COUNTY: 01 APPL NBR: 3000376024 T49704 A TEST/ROGER INDIV NUM FIRST MI LAST SUF SSN DOB S R 300080284799 ABDUL BAILEY 08061972 M B PROGRAMS IDENTIFIER STATUS BEGIN END COUNTY APPLCN REGISTRATION 3000376024 PEND 09/26/07 01 NEXT TRAN: _____ PARS: _____ </pre> </div>
56	<p data-bbox="321 1047 1510 1113">Complete screen ARCP – Choice of Programs. ARCP is pre-filled with choice of programs for each member. Press Enter.</p> <div data-bbox="321 1123 1510 1864"> <pre> ARCP CHOICE OF PROGRAMS 09/26/07 16:40 COUNTY: 1 APPL : 3000376024 WORKER: T49704 A TEST/ROGER LAST ACTIVITY DATE: 09/26/07 STATUS: PEND ALL LISTED INDIVIDUALS APPLY FOR CASH, MEDICAL, FS: = INDIVIDUAL CASH,MEDICAL,FS CASH MEDICAL FS MA ENROLL 1 ABDUL B - N N Y N NEXT TRAN: _____ PARS: _____ </pre> </div>


Step	New Application Ready for Initial Review – [Program(s) Applied For]
57	<p>Complete screen ARAS – Application Screening. ARAS is pre-filled and displays only when Food Stamps is a program applied for. Review the message at the bottom of the screen to determine appointment scheduling timeframes. Press Enter.</p> <pre> ARAS APPLICATION SCREENING 09/26/07 16:29 COUNTY: 01 APPL NBR: 3000376024 WORKER: T49704 A TEST/ROGER APPL DATE: 09/26/07 STATUS: PE SCREENER: T49704 1. IS ANY INDIVIDUAL A MIGRANT OR SEASONAL FARM WORKER? <u>N</u> IF YES, WILL YOU RECEIVE INCOME FROM YOUR FORMER EMPLOYER AFTER TODAY? <u>_</u> WILL YOU RECEIVE MORE THAN \$25 INCOME FROM YOUR NEW EMPLOYER WITHIN 10 DAYS? <u>_</u> WILL YOUR LIQUID RESOURCES, SUCH AS CASH, CHECKING/SAVINGS, BE \$100 OR LESS? <u>_</u> 2. ARE YOUR MONTHLY RENT/MORTGAGE AND UTILITIES MORE THAN YOUR GROSS MONTHLY INCOME AND LIQUID RESOURCES? <u>Y</u> 3. IS YOUR GROSS MONTHLY INCOME LESS THAN \$150? <u>Y</u> 4. ARE YOUR LIQUID RESOURCES, SUCH AS CASH CHECKING/SAVING ACCOUNTS, \$100 OR LESS? <u>Y</u> B65 - EXPEDITE FOOD STAMP INTERVIEW NEXT TRAN: _____ PARMS: _____ </pre>

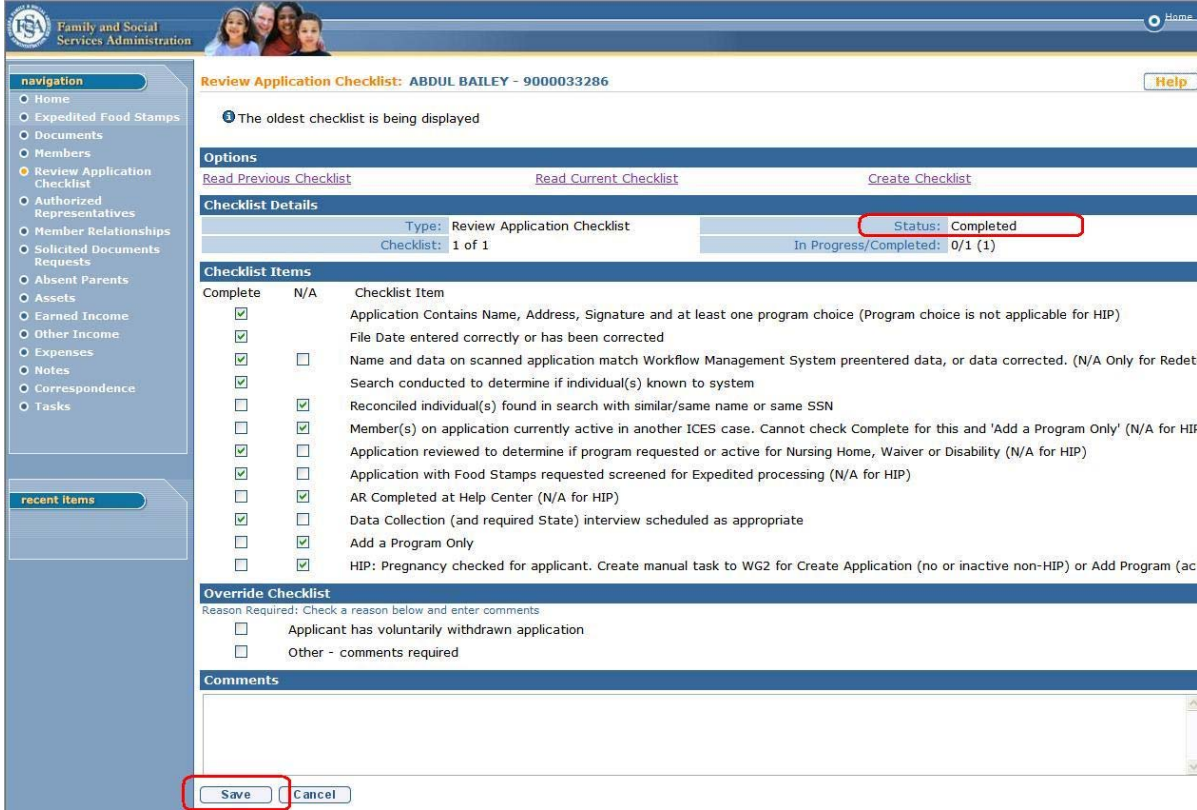

Step	New Application Ready for Initial Review – [Program(s) Applied For]
58	<p data-bbox="321 247 1044 279">Under the Options cluster, click <i>Completed AR</i> in ICES.</p> <div data-bbox="321 289 1515 882">  </div> <p data-bbox="321 892 1023 924">The WFMS displays a confirmation page. Click <i>Close</i>.</p> <div data-bbox="321 934 1515 1392">  </div>



Step	New Application Ready for Initial Review – [Program(s) Applied For]
59	<p data-bbox="324 247 1502 342">Schedule an interview(s) on CSOAS – Client Scheduling Appointment Scheduler following scheduling instructions and rules. Refer to Section 4.10, Scheduling Instructions and Rules Table <insert hyperlink>.</p> <ul data-bbox="373 359 1502 1045" style="list-style-type: none"> <li data-bbox="373 359 1502 495">• If the applicant qualifies for an expedited Food Stamp interview, perform a search in WFMS to determine if the applicant has a screening case for Food Stamps and if found, copy the WFMS screening case number. This will be used to search ICES to determine whether an expedited appointment has already been scheduled. <li data-bbox="373 552 1502 821">• If a WFMS screening case number is not found, attempt to contact the applicant via telephone (following business rules for telephone contact) to schedule an expedited interview appointment. If unable to contact the applicant, schedule an interview and refer to Section 3.11.4, Sending Notices <insert hyperlink> to send an FI 007 – Notice of Interview/Appointment. Use Activity Code (AC) 10 when scheduling an expedited appointment and, if you were unable to contact the applicant, schedule the appointment for six calendar days from the current date to allow sufficient mail time for the applicant to receive the notice. <li data-bbox="373 877 1502 1045">• If a WFMS screening case number is found, go to ICES and in NEXT TRAN, enter CSAH. In PARMS, enter the screening case number. View whether an appointment is scheduled. An expedited appointment scheduled over the phone (when a caller screens as expedited but has not yet submitted an application for Food Stamps) is shown as Activity Code (AC) 11. <div data-bbox="321 1056 1511 1417">  <p>The screenshot displays the 'CLIENT SCHEDULING APPOINTMENT HISTORY DISPLAY' for identifier 5000134308. It shows a table with columns: SN, DEL, DATE, TIME, OFFICE, LOC, AC, I, B, M, S, WORKER, and FIRST NAME. A single row is visible with the following data: SN: Y, DEL: (blank), DATE: 01/18/08, TIME: 0830, OFFICE: 27000, LOC: 11, AC: 0, I: (blank), B: (blank), M: (blank), S: (blank), WORKER: F00137, and FIRST NAME: LYNEIA.</p> </div> <ul data-bbox="373 1434 1502 1822" style="list-style-type: none"> <li data-bbox="373 1434 1502 1703">• If no appointment has been scheduled, attempt to contact the applicant via telephone (following business rules for telephone contact) to schedule an expedited interview appointment. If unable to contact the applicant, schedule an interview and refer to Section 3.11.4, Sending Notices <insert hyperlink> to send an FI 007 – Notice of Interview/Appointment. Use Activity Code (AC) 10 when scheduling an expedited appointment and, if you were unable to contact the applicant, schedule the appointment for six calendar days from the current date to allow sufficient time for the applicant to receive the notice in the mail. <li data-bbox="373 1759 1502 1822">• If an appointment is scheduled for a future date, do not schedule another appointment. Enter your findings and actions in WFMS Notes.

Step	New Application Ready for Initial Review – [Program(s) Applied For]
60	<p>Click Notes from the left Navigation bar. If an ICES case exists, navigate to ICES and enter case notes. Enter TRAN: CLRC; PARMS: ICES Case Number.</p>  <p>The WFMS displays the Notes page.</p>
61	<p>Click New.</p>  <p>The WFMS displays the Create Note page.</p>



Step	New Application Ready for Initial Review – [Program(s) Applied For]
62	<p>Enter case notes regarding the application review and registration process. Include application date; file clearance issues, demographic information that needs to be reconciled during AE, and any actions taken or information pertinent to the continued processing of the application. Once all notes have been entered, click Save.</p>  <p>The WFMS displays the Notes page with the newly added note.</p>
63	<p>Click <i>Review Application Checklist</i> from the left Navigation bar.</p>  <p>The WFMS displays the Review Application Checklist page.</p>

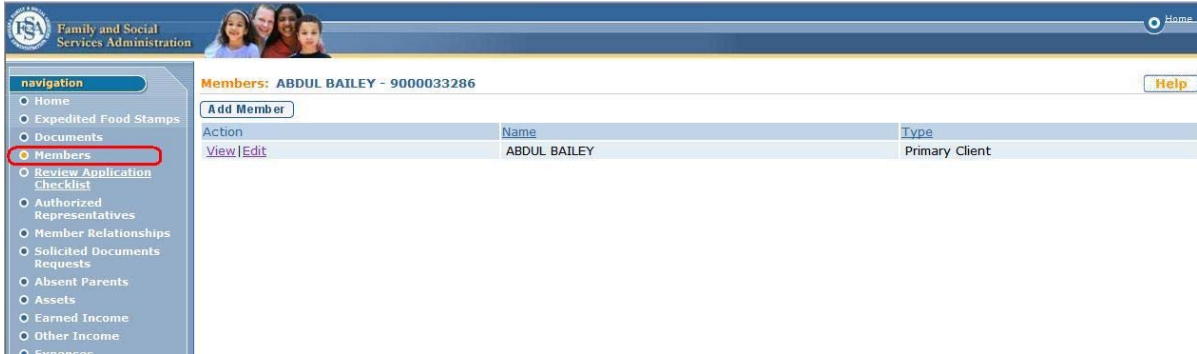
Step	New Application Ready for Initial Review – [Program(s) Applied For]
64	<p>Mark the appropriate boxes on the Review Application Checklist.</p>  <ul style="list-style-type: none"> • If any member(s) on the application is/are currently active in another ICES case, mark the box: Member(s) on application is/are currently in another ICES case. Marking this box generates the Process New Application with Active Case/Member task to the appropriate Workgroup. • If the application is for Add a Program Only, mark the box: Add a Program Only. Marking this box generates the Add a New Program task to the appropriate Workgroup. Click <i>Save</i>. The WFMS displays the Review Application Checklist page. Click <i>Home</i> from the left Navigation bar. The WFMS displays the Application Case Home page. To link the application case to the standard case, it is necessary to change the application case status to Submitted – Add a Program. From the Application Case Home page, click <i>Edit</i>. The WFMS displays the Modify Application Case page. Using the drop down for the Application Status, select Submitted – Add a Program. Click <i>Save</i>. The WFMS displays the Related Search Case page. Enter the search criteria to find the standard case. Click <i>Search</i>. Click <i>Select</i> to designate the standard case. • If the applicant has voluntarily withdrawn the application or if there is another reason to override the checklist, mark the appropriate box and enter comments (if necessary). Marking this box generates the State Review and Eligibility Determination task to the appropriate FSSA Workgroup.



Step	New Application Ready for Initial Review – [Program(s) Applied For]
65	<p>Once all applicable items have been certified on the checklist, click Save.</p>  <p>The WFMS updates the status of the checklist to Completed and generates the appropriate task for the appropriate Workgroup based upon boxes marked as Completed.</p>
66	<p>Click Tasks from the left Navigation bar.</p>  <p>The WFMS displays the Tasks page with the task generated as a result of the completion of the Review Application Checklist.</p>

Step	New Application Ready for Initial Review – [Program(s) Applied For]
67	<p>Click the <i>Task ID</i> for the New Application Ready for Initial Review.</p>  <p>The WFMS displays the Task Home.</p>
68	<p>Under the Options cluster, click <i>Close Task</i>.</p>  <p>The WFMS displays the Task Home with the next task.</p>

3.5.3.2 Add Member

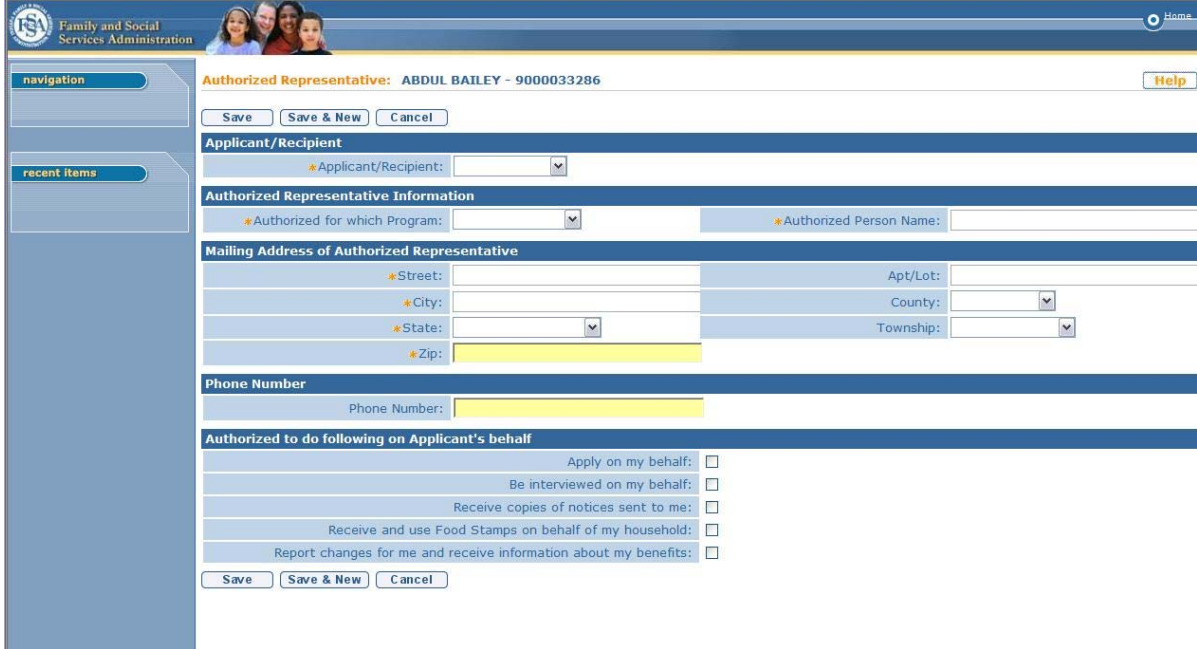
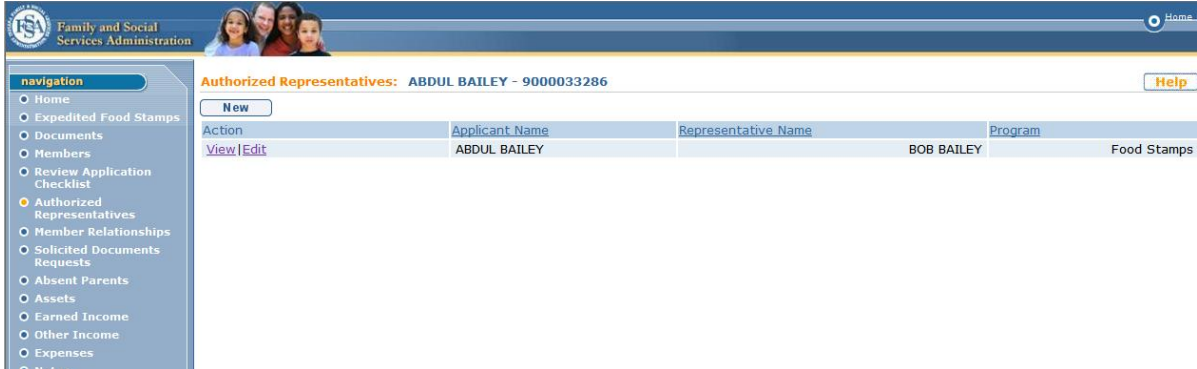
Step	Add Member
1.	Click <i>Home</i> in the upper right corner. The WFMS displays the User Home page.
2.	To avoid duplicate RID's and duplicate issuance of benefits, perform clearance on the individual to be added. Refer to Section 3.11.3, Search Instructions <insert hyperlink> to search by household member name(s) and household member SSN(s).
3.	Click <i>Person</i> under the Search For cluster.  The WFMS displays the Search Person page.
4.	Enter the Search Criteria for the member to be added.
5.	Click <i>Search</i> . The WFMS populates the Search Results cluster based on the search criteria entered. 

Step	Add Member
6.	<p>Review the search results to determine if any of the individuals on the application are in another case with either a pending or open status. It may be necessary to review each case individually to determine the current status. If necessary, sort the Search Results by clicking on the column name. If multiple application cases exist for one individual, review the application case status by clicking on the ICES/Curam Case Number. The WFMS displays the Application Case Home. Review the status of the application case.</p> <p>Note: If an application is received for Food Stamps, TANF, or another Medicaid program for an individual who is currently receiving MA 4 or MA 8 then the application needs to be treated as a NEW application and not an ADD-ON application. Please refer to the instructions for processing a new application for the application for Food Stamps, TANF, and/or Medicaid and complete using those instructions. Do not treat as an Add-On Application.</p> <p>If any of the individuals on the application are in another case, determine whether the application is for a case due for redetermination or is either an Add a Program or Add a Person application. If the application contains the same household members as an existing case but is requesting another program, mark the Add a Program Only box on the Review Application Checklist. If the application contains another household member and/or is requesting another program, mark the Member(s) on application currently active in another ICES case box on the Review Application Checklist.</p> <p>From the Application Case Home page, click <i>Review Application Checklist</i> from the left Navigation bar and mark the appropriate box. Click Save. The WFMS displays the Review Application Checklist.</p>
7.	Repeat Steps 2-6 for each additional household member to be added.
8.	<p>Click <i>Members</i> from the left Navigation bar.</p>  <p>The WFMS displays the Member page.</p>

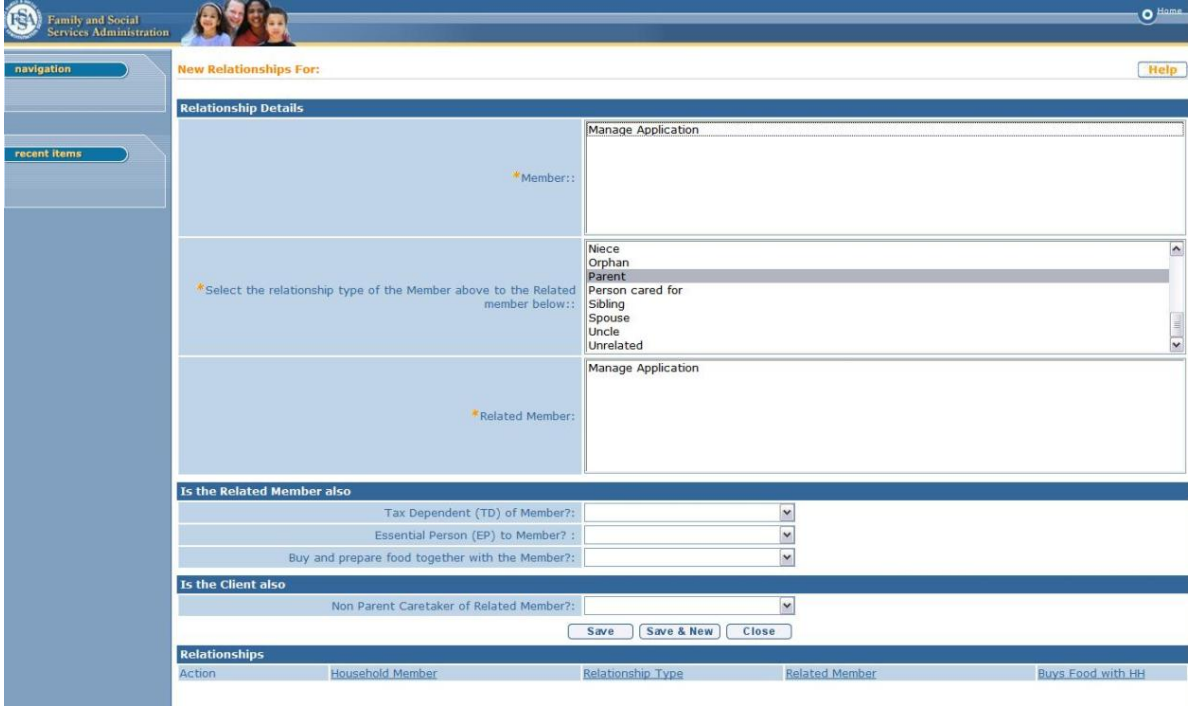
Step	Add Member
9.	<p data-bbox="321 247 902 279">From the Members page, click <i>Add Member</i>.</p>  <p data-bbox="321 653 893 684">The WFMS displays the Add Member page.</p>
10	<p data-bbox="321 699 1482 762">Using information contained on the application, enter all information for the member to be added. Once all information is complete, click <i>Add</i>.</p>  <p data-bbox="321 1377 846 1409">The WFMS displays the Members page.</p> <ul data-bbox="321 1423 911 1503" style="list-style-type: none"> • To Cancel the Add Member, click <i>Cancel</i>. • The WFMS displays the Members page.
11	<p data-bbox="321 1518 1414 1581">Continue with Step 22 of Section 3.5.3.1, New Application Ready for Initial Review – [Program(s) Applied For] <insert hyperlink></p>

3.5.3.3 Add Authorized Representative

Step	Add Authorized Representative
1.	<p>From the Authorized Representative page, click <i>New</i>.</p>  <p>The WFMS displays the Authorized Representative page.</p>


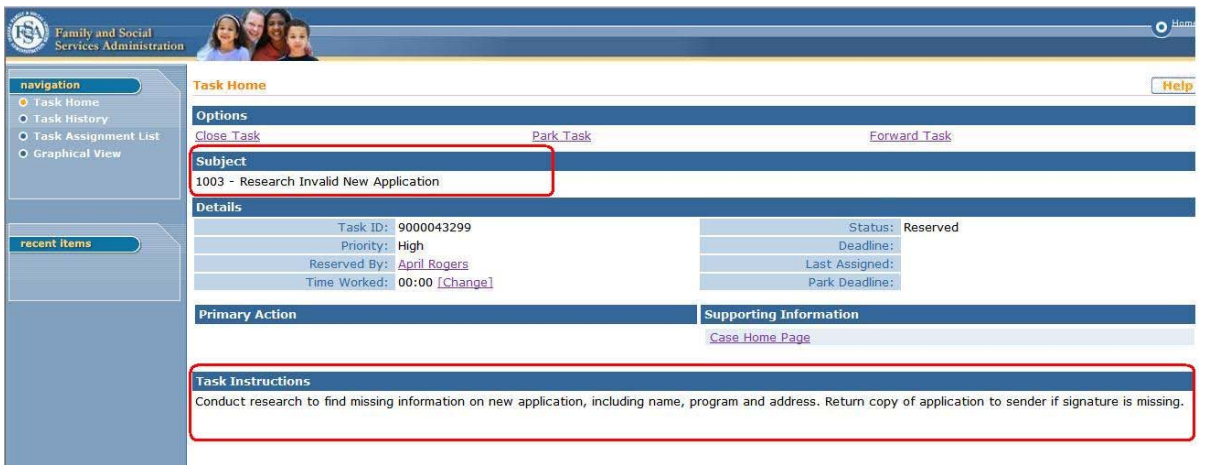
Step	Add Authorized Representative
2.	<p>Using information contained on the application, enter all available information in the data fields for the authorized representative. Once all authorized representative information has been entered, click Save. Click Save & New if more than one Authorized Representative is to be added.</p> <p>Note: Required fields are marked with a red asterisk.</p>  <p>The WFMS displays the Authorized Representatives page with the newly added authorized representative.</p> 
3.	Repeat Steps 1-2 for each additional Authorized Representative to be added.
4.	Continue with Step 25 of Section 3.5.3.1, New Application Ready for Initial Review – [Program(s) Applied For] <insert hyperlink>

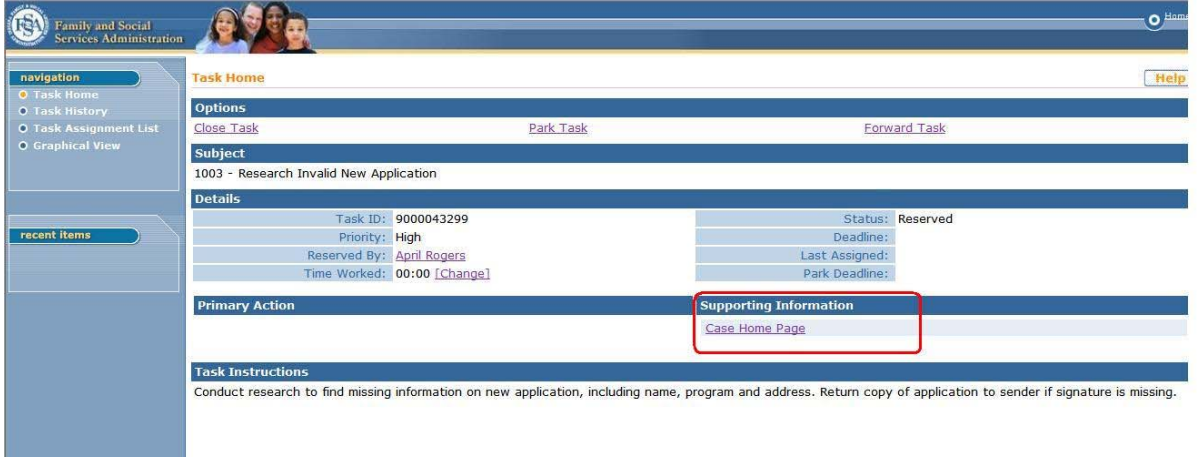
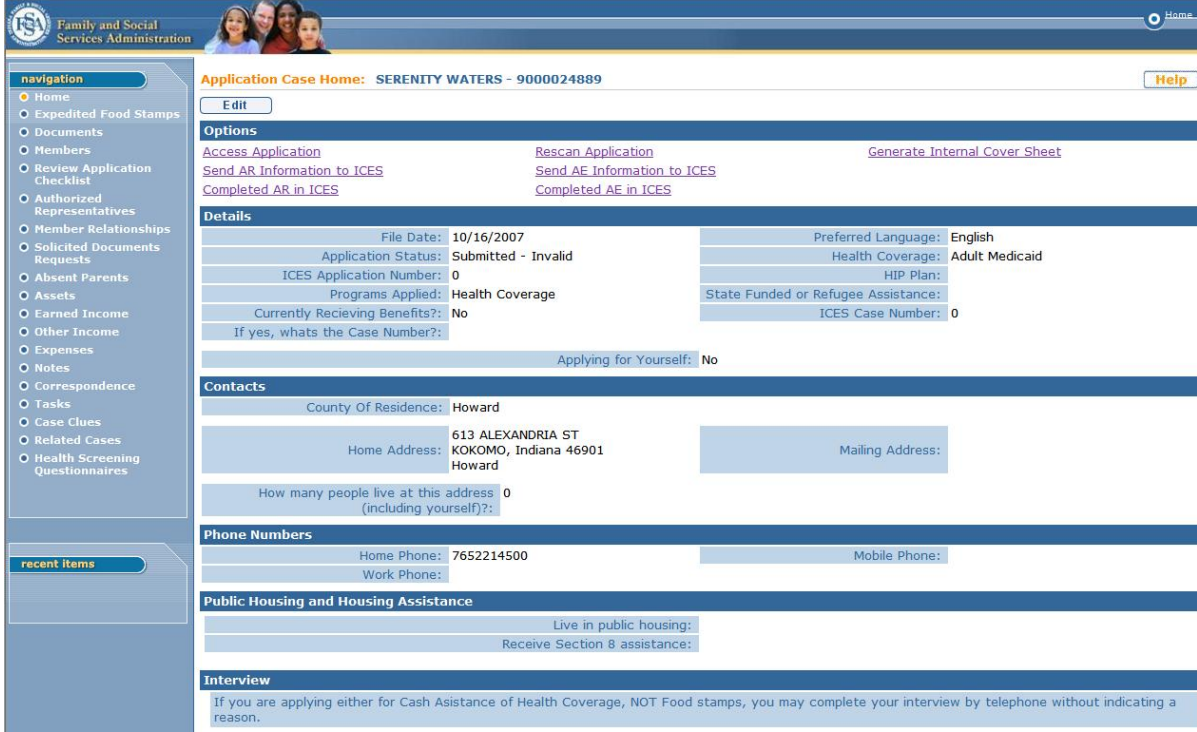
3.5.3.4 Add Member Relationship

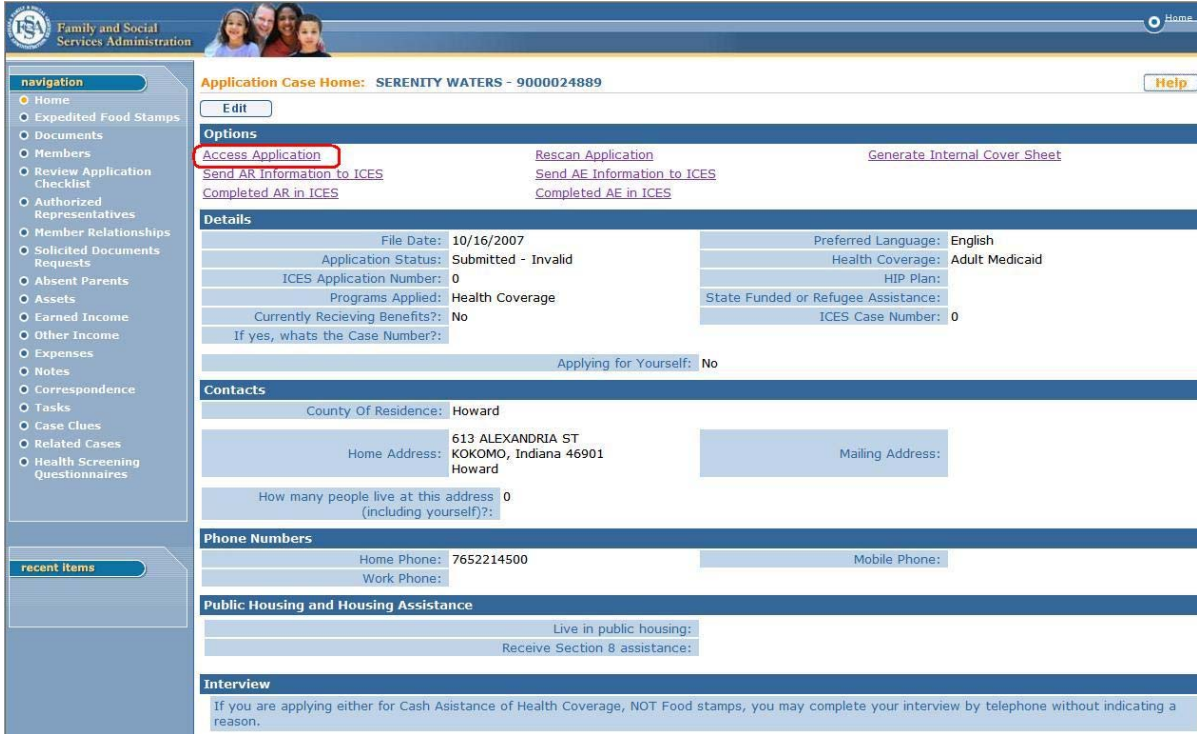
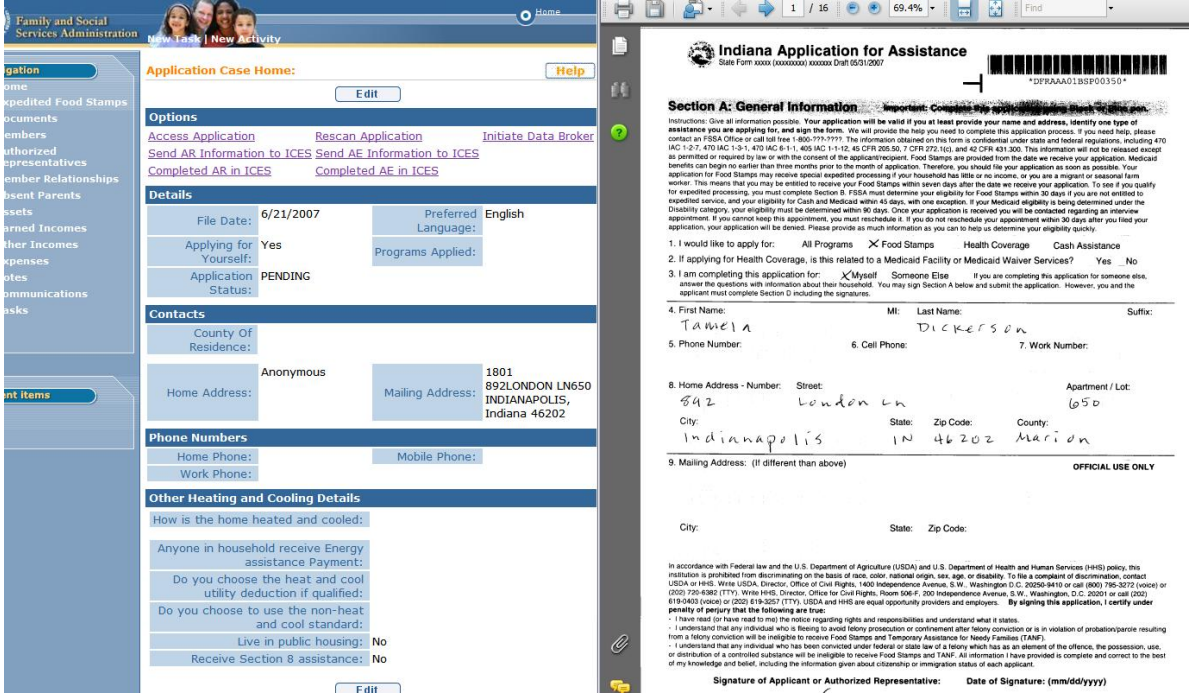
Step	Add Member Relationship
1.	From the Member Relationship page, click <i>New</i> . The WFMS displays the Create Member Relationship page.
2.	<p>Using information contained on the application, enter all information for the new member relationship.</p> 
3.	Click Save . Click Save & New to add more than one member relationship. The WFMS displays the Member Relationship page.
4.	Repeat Steps 1-3 for each additional member relationship to be added.
5.	Continue with Step 27 of Section 3.5.3.1, New Application Ready for Initial Review – [Program(s) Applied For] <insert hyperlink>

3.5.3.5 Research Invalid New Application

Invalid applications are missing a signature, name, address, program request or a combination of these four items. If the applicant's signature is missing, an image of the application must be returned to the applicant; if a signature is present but one or more of the other three items is missing, it may be possible to contact the applicant by telephone to gather the information rather than request the information via mail.

Step	Research Invalid New Application
1.	<p>From the User Home page, under the My Tasks cluster, view the Task Name and click the Task ID.</p>  <p>The WFMS displays the Task Home.</p>
2.	<p>View the Subject and Task Instructions.</p>  <p>Task Instructions: Conduct research to find missing information on new application, including name, program and address. Return copy of application to sender if signature is missing.</p>


Step	Research Invalid New Application
3.	<p>Under the Supporting Information cluster, click <i>Case Home</i> page.</p>  <p>The WFMS displays the Application Case Home page.</p> 

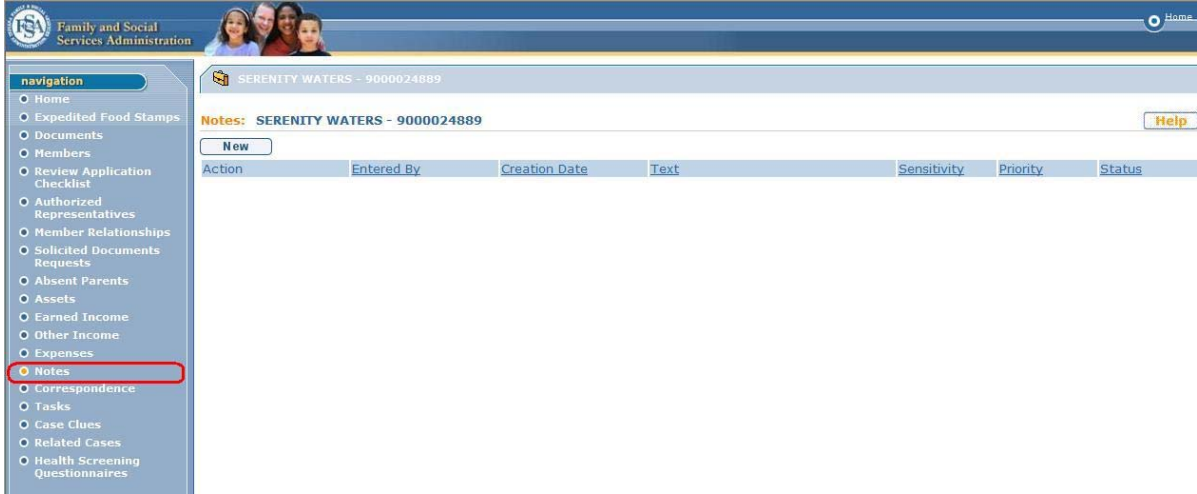
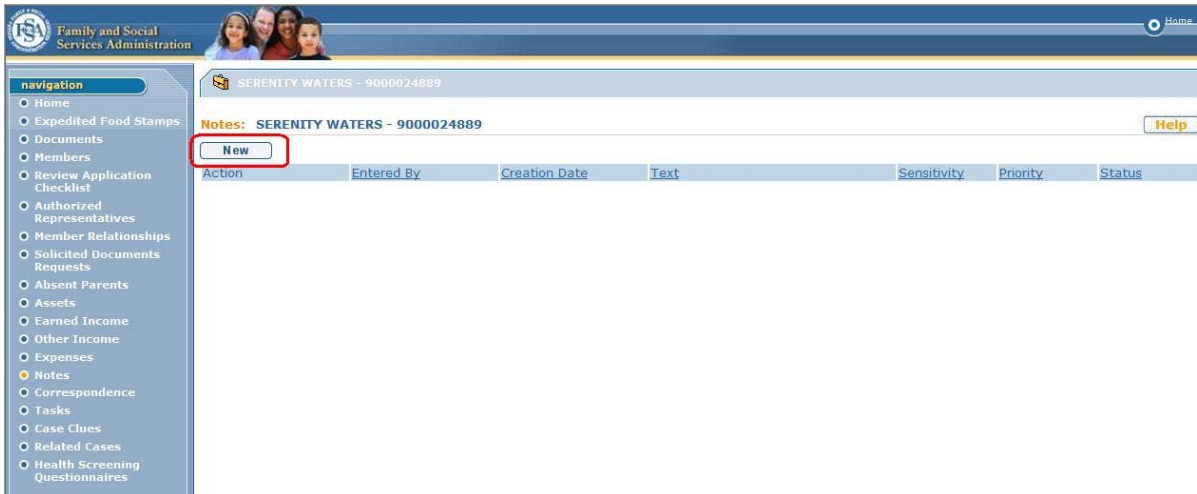
Step	Research Invalid New Application
4.	<p>From the Application Case Home page, under the Options cluster, click <i>Access Application</i> to access an image of the scanned application.</p> 
	<p>An image of the application opens in a separate window; leave this window open in order to complete the Research Invalid New Application task.</p> 



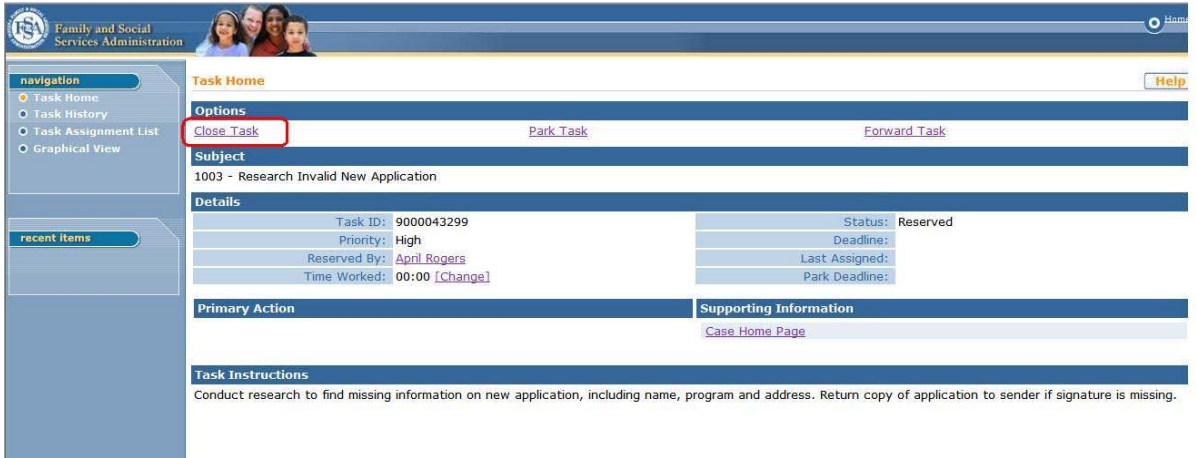
Step	Research Invalid New Application
5.	<p>Review the image of the application to determine which factor makes the application invalid.</p> <ul style="list-style-type: none"> If the application contains Name, Address, and Program Request, but no signature, refer to Section 3.5.3.5.1, Invalid Application Contains Name, Address and Program Request – No Signature <insert hyperlink>. If the application contains Name, Address and Signature, but no program request, refer to Section 3.5.3.5.2, Invalid Application Contains Name, Address and Signature – No Program Request <insert hyperlink>. If the application contains Name, Signature and Program Request, but no address, refer to Section 3.5.3.3, Invalid Application Contains Name, Signature and Program Request – No Address <insert hyperlink>.

3.5.3.5.1 Invalid Application Contains Name, Address and Program Request- No Signature


If an application is invalid due to no signature, it is necessary to return a copy of the application to the applicant to obtain her signature.

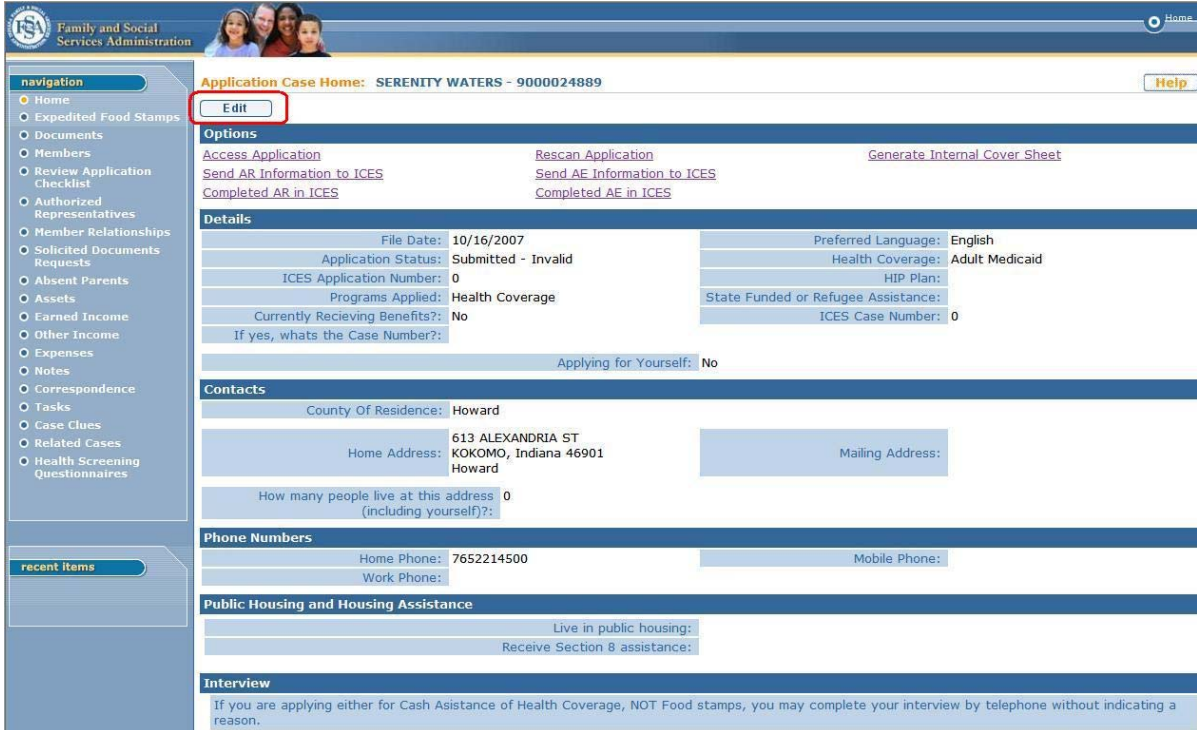
Step	Invalid Application Contains Name, Address and Program Request – No Signature
1.	<p>From the Application Case Home page, click <i>Correspondence</i> from the left Navigation bar.</p>  <p>The WFMS displays the Correspondence page.</p>
2.	<p>Refer to Section 3.11.4, Sending Notices <insert hyperlink> to send an unsigned application notice and a copy of the invalid application to the applicant.</p>

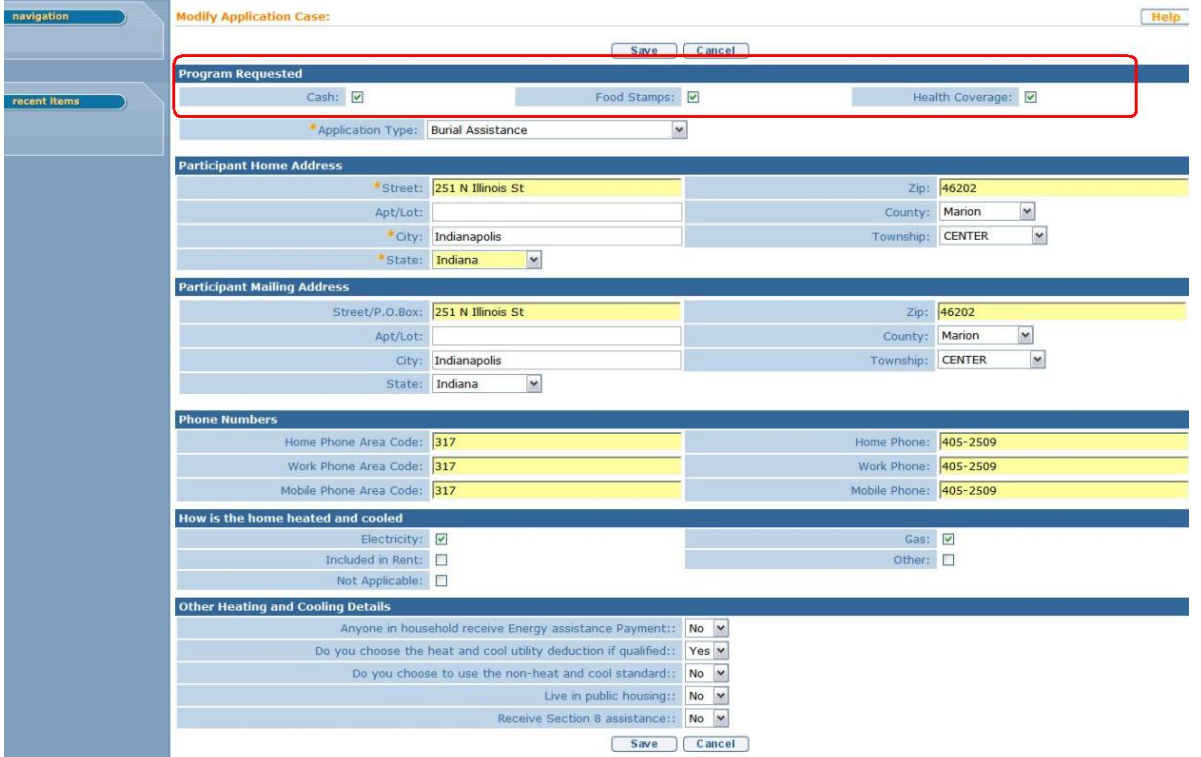
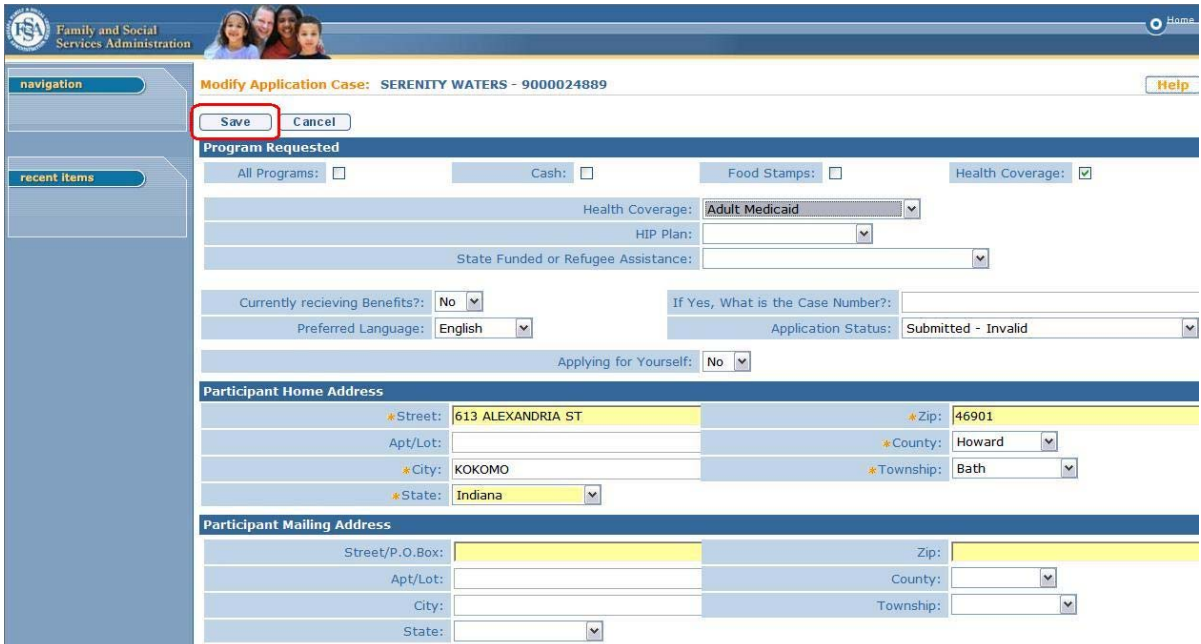
Step	Invalid Application Contains Name, Address and Program Request – No Signature
3.	<p>Click Notes from the left Navigation bar.</p>  <p>The WFMS displays the Notes page.</p>
4.	<p>Click New.</p>  <p>The WFMS displays the Create Note page.</p>

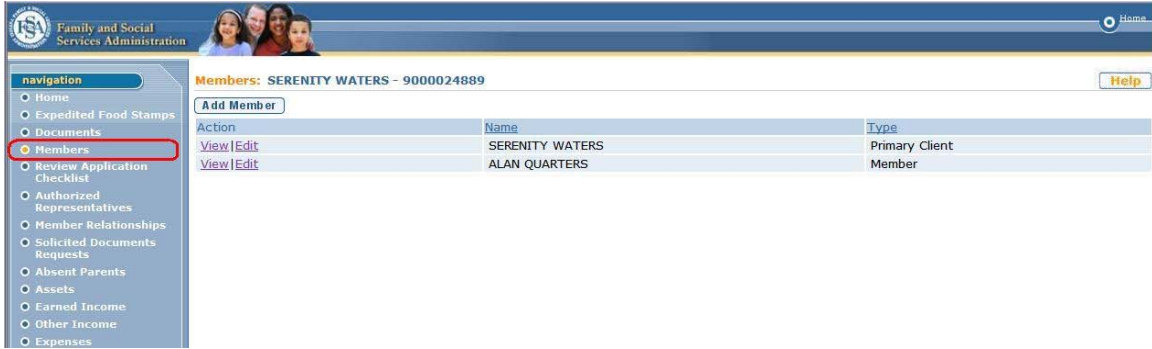
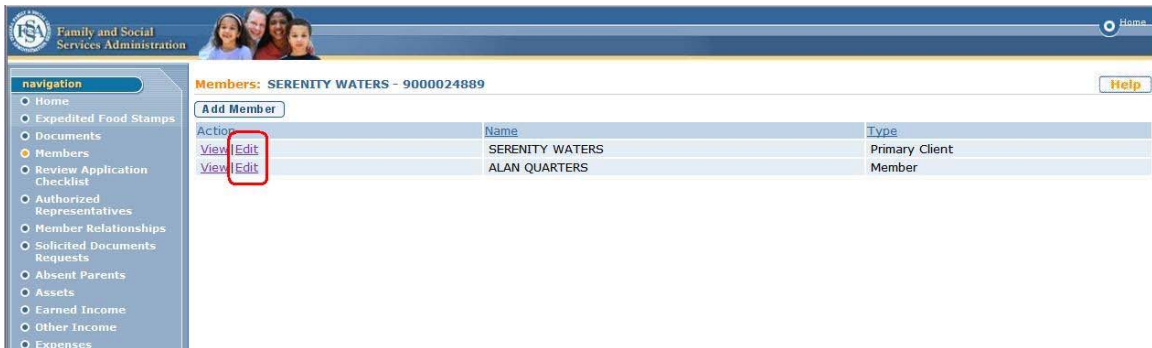
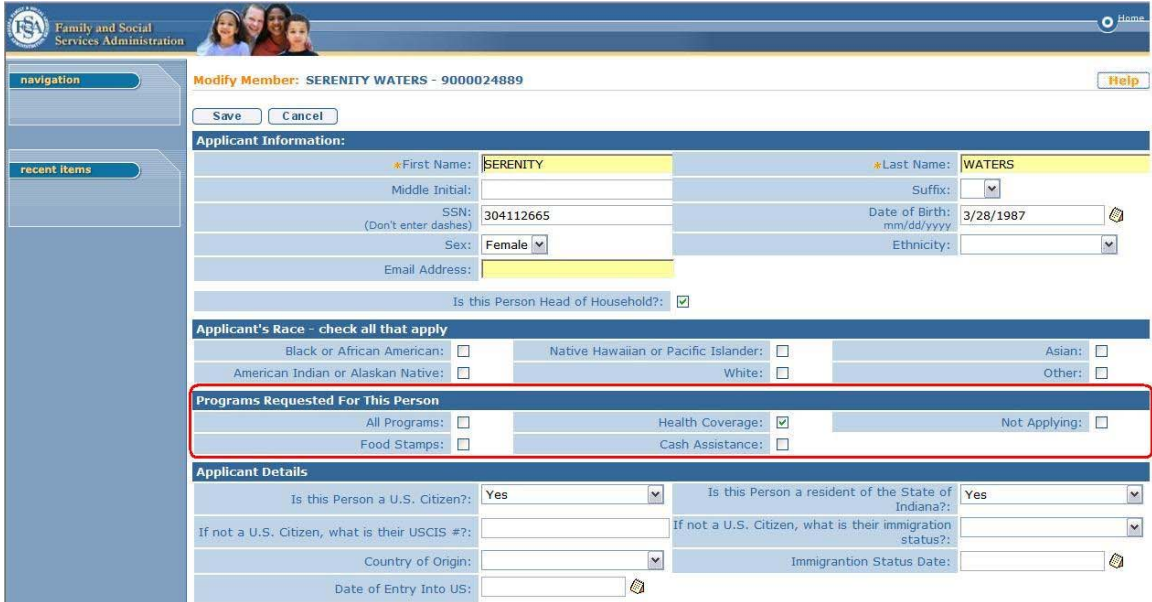
Step	Invalid Application Contains Name, Address and Program Request – No Signature
5.	<p>Enter notes indicating that an invalid application has been returned pending applicant's signature. Once notes have been entered, click Save.</p>  <p>The WFMS displays the Notes page.</p>
6.	<p>Click <i>Home</i> in the upper right corner. The WFMS displays the User Home page.</p>
7.	<p>Click the <i>Task ID</i> for the Research Invalid Application Task with an Open Status.</p>  <p>The WFMS displays the Task Home.</p>
8.	<p>Under the Options cluster, click <i>Close Task</i>.</p>  <p>The WFMS displays the Task Home with the next task.</p>

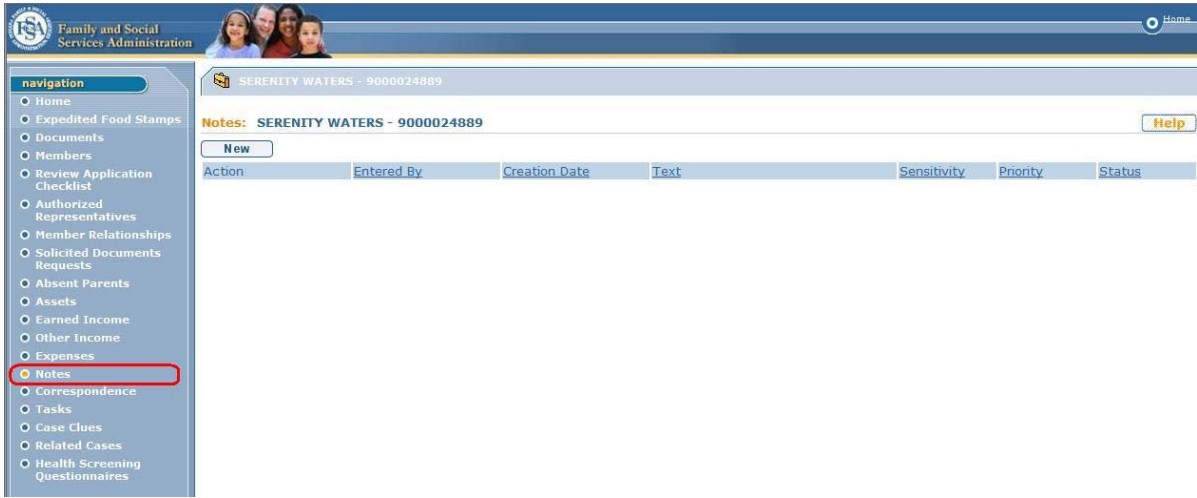
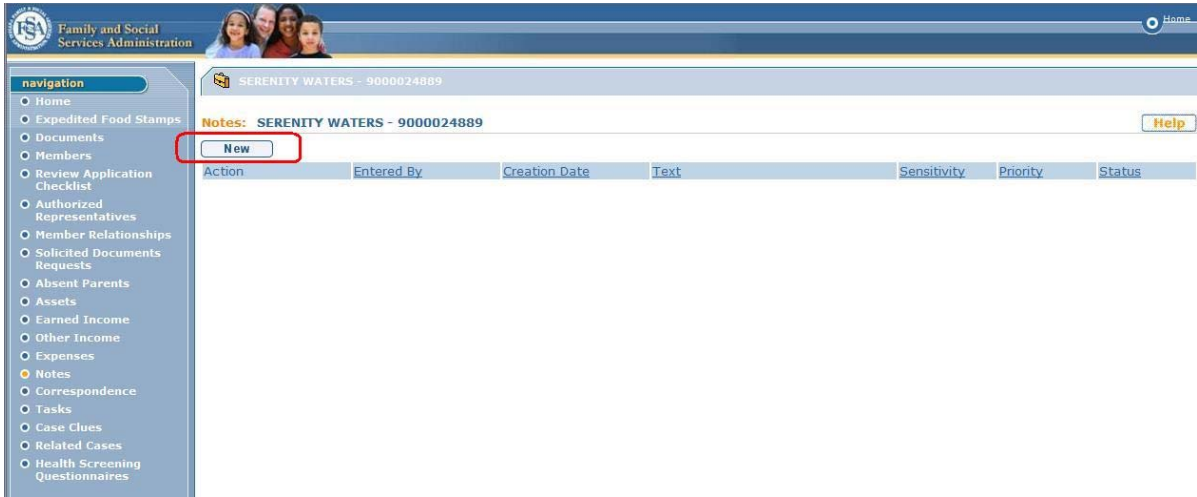
3.5.3.5.2 Invalid Application Contains Name, Address, and Signature – No Program Request

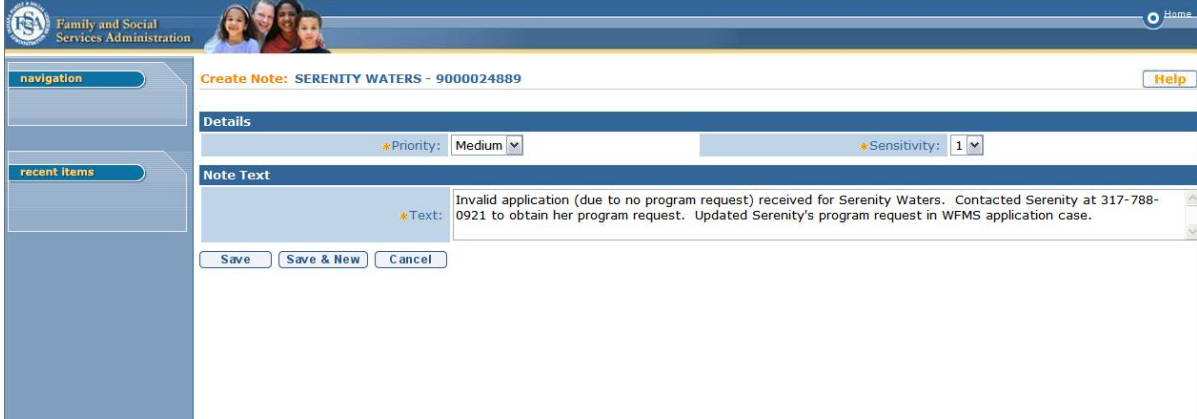

Step	Invalid Application Contains Name, Address and Signature – No Program Request
1.	<p>From the Application Home page, under the Phone Numbers cluster, attempt telephone contact (following business rules) for any/all telephone numbers listed.</p>  <p>If no phone number is provided or both attempts to contact Client are not successful, skip to Step 9.</p>

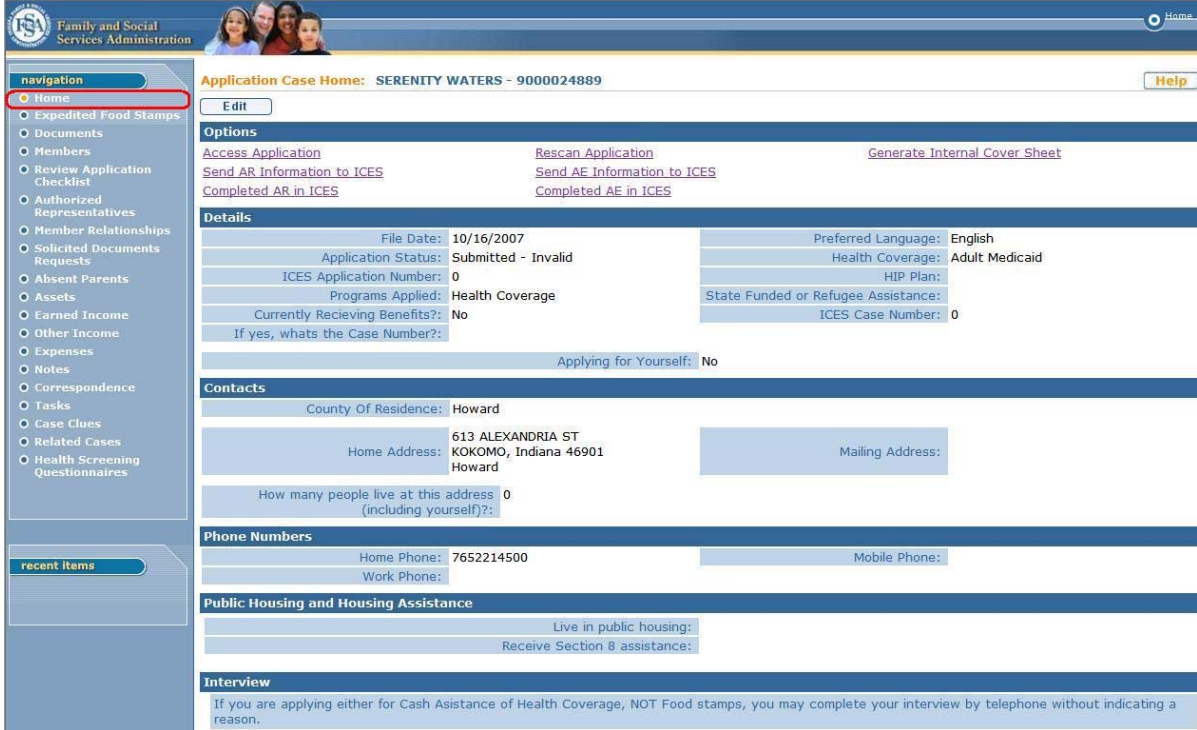
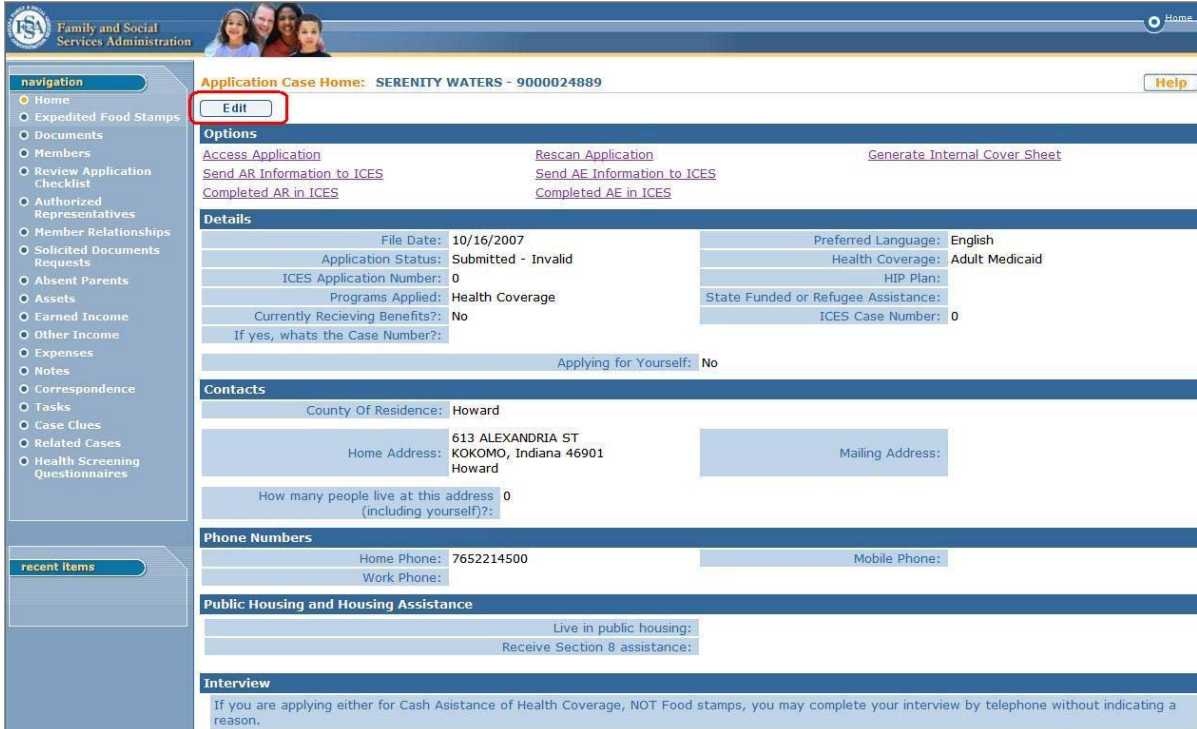
Step	Invalid Application Contains Name, Address and Signature – No Program Request
2.	<p>If telephone contact is made with the applicant, identify yourself as calling on behalf of the FSSA and confirm you are speaking with the applicant before continuing with the purpose of the call. Do not leave a message on an answering machine. Inform the applicant that his/her application has been received but no program has been requested. Obtain the applicant's program request via telephone. Update the program request in the WFMS by clicking <i>Edit</i> from the Application Case Home page.</p>  <p>The WFMS displays the Modify Application Case page.</p>

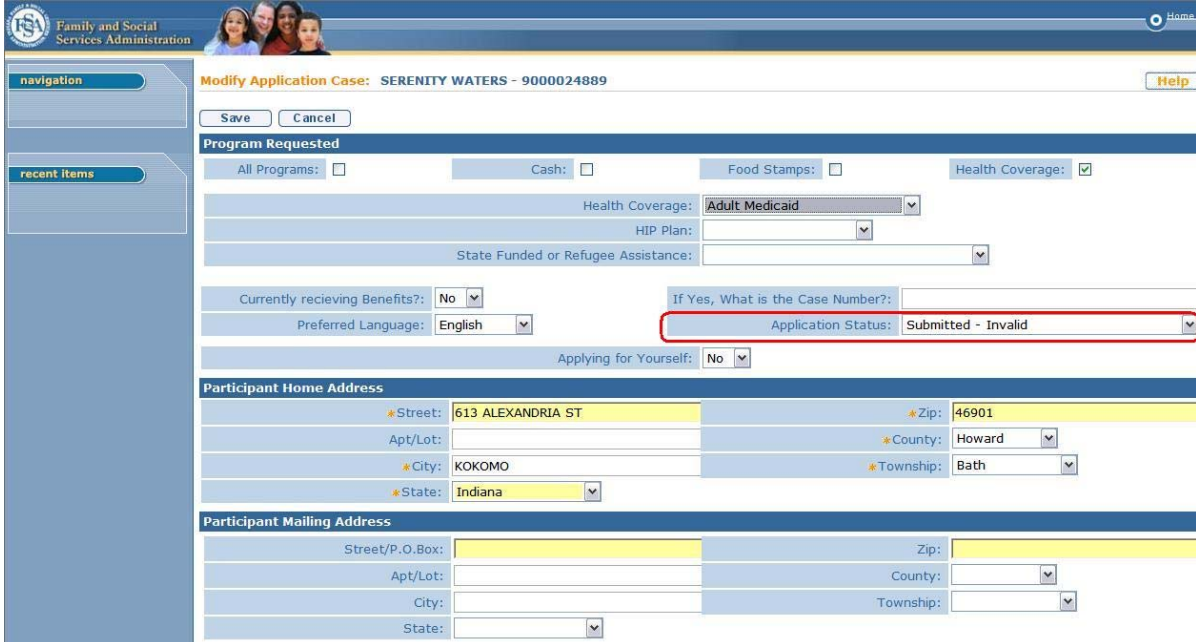
Step	Invalid Application Contains Name, Address and Signature – No Program Request
3.	<p>Under the Programs Requested cluster, check the boxes next to the programs for which the applicant has indicated he/she wishes to apply for via telephone.</p> 
4.	<p>Click Save.</p>  <p>The WFMS displays the Application Case Home page.</p>

Step	Invalid Application Contains Name, Address and Signature – No Program Request
5.	<p>Update the program request for other individuals in the household (if applicable). Click Members from the left Navigation bar.</p>  <p>The WFMS displays the Members page.</p>
6.	<p>Click <i>Edit</i> next to the member.</p>  <p>The WFMS displays the Modify Member page.</p>
7.	<p>Under the Programs Requested For This Person cluster, check the boxes next to the programs for which the applicant has indicated he/she wishes to apply for via telephone.</p>  <p>Click Save. The WFMS displays the Members page.</p>


Step	Invalid Application Contains Name, Address and Signature – No Program Request
8.	Repeat Steps 5-7 for each household member.
9.	<p>Click <i>Notes</i> from the left Navigation bar.</p>  <p>The WFMS displays the Notes page.</p>
10	<p>Click <i>New</i>.</p>  <p>The WFMS displays the Create Note page.</p>

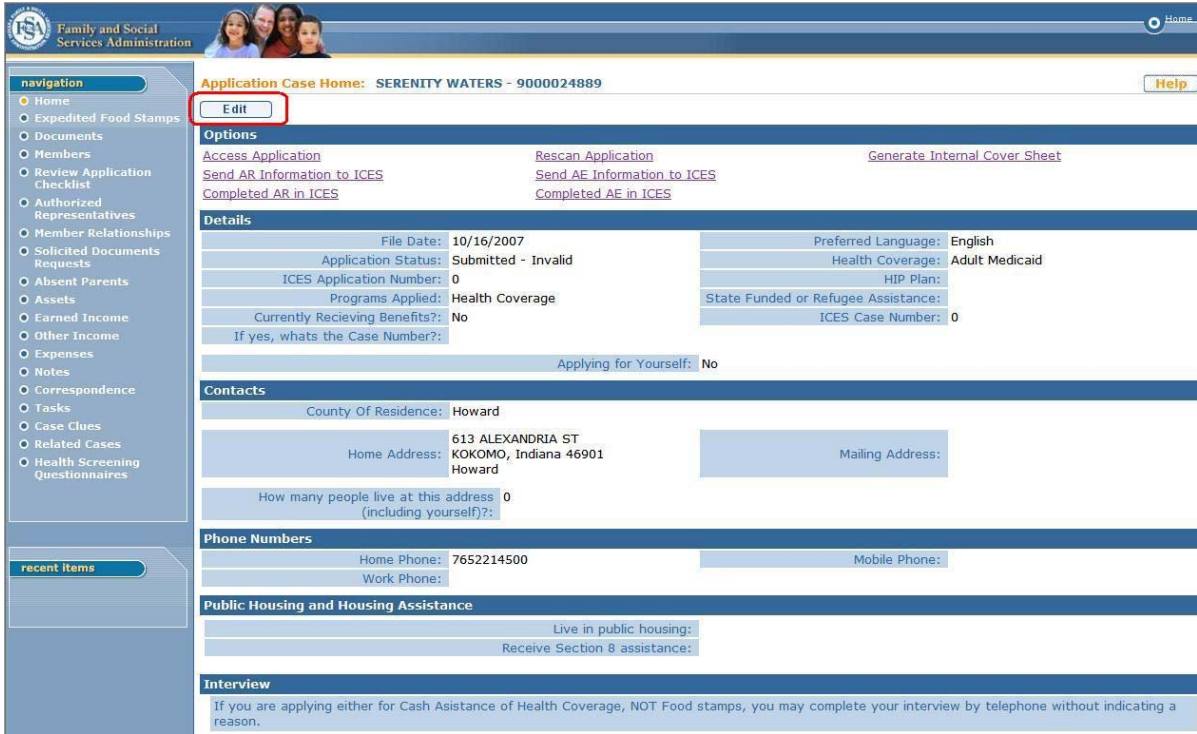
Step	Invalid Application Contains Name, Address and Signature – No Program Request
11	<p>Enter notes regarding the status of the invalid application.</p> <p>If program request has been obtained via telephone, enter notes indicating that an invalid application with no program request has been received, telephone contact has been made with the applicant and the program request has been modified in the WFMS. Skip to Step 12.</p>  <p>If unable to contact applicant via telephone, enter notes indicating that an invalid application with no program request has been received, telephone contact has been unsuccessful (document each attempted phone contact and phone number(s) called). See Section 3.5.3.7, Unable to Contact Applicant via Telephone for an Invalid Application <insert hyperlink>.</p>  <p>Once notes have been entered, click Save. The WFMS displays the Notes page.</p>

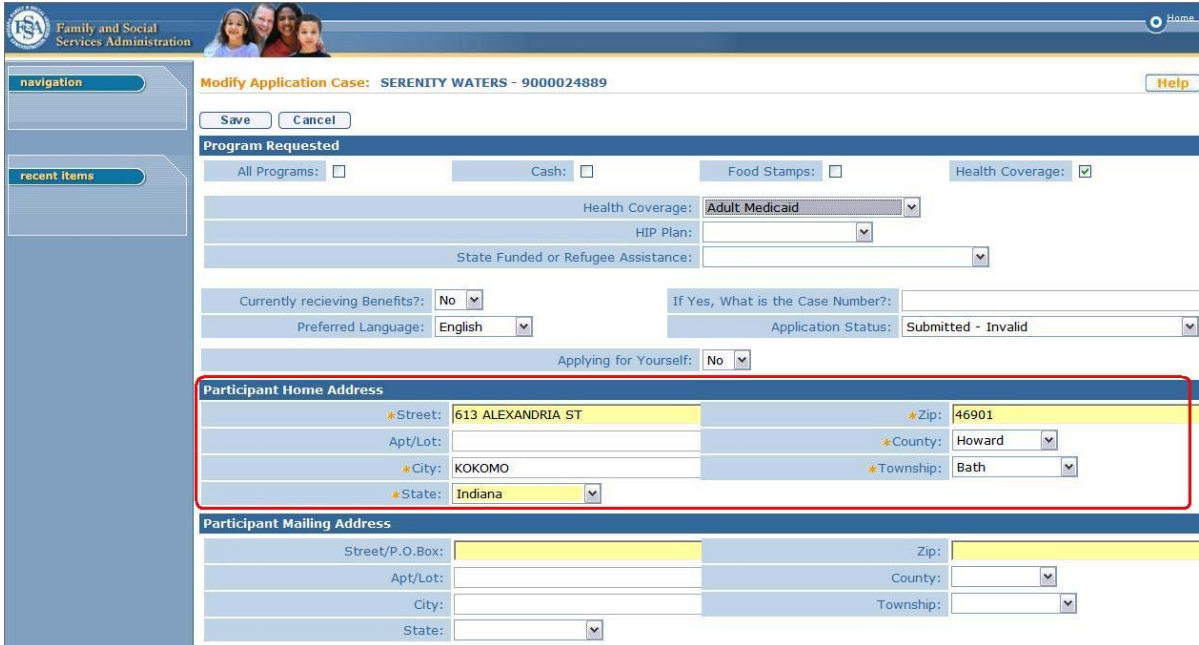
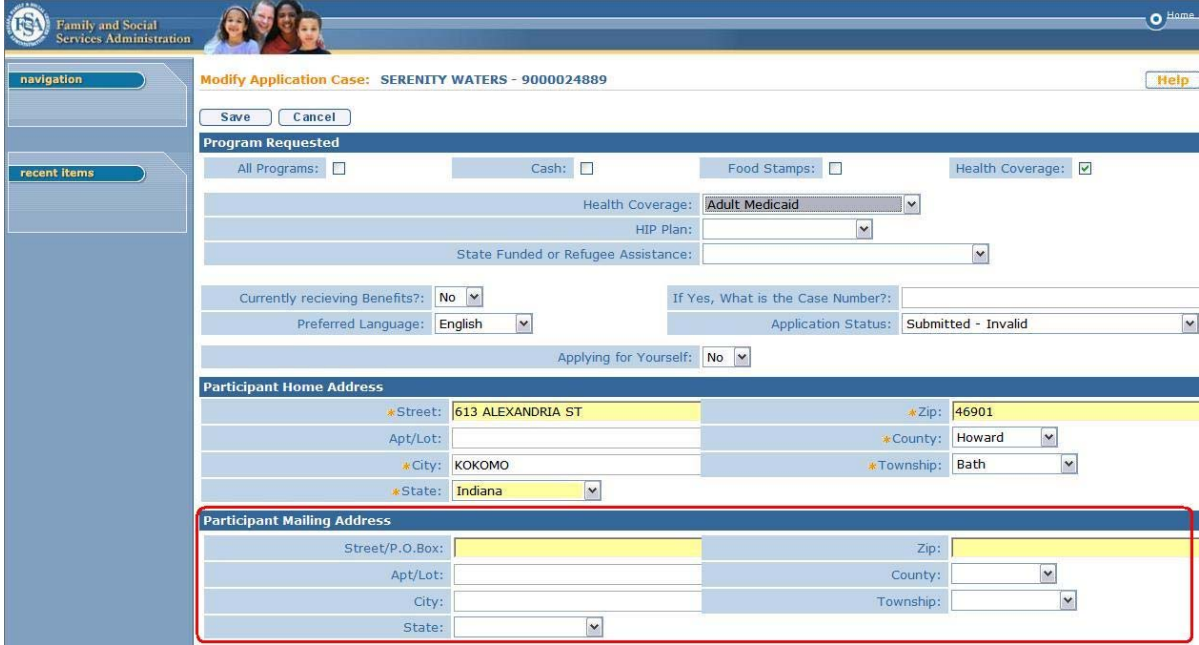
Step	Invalid Application Contains Name, Address and Signature – No Program Request
12	<p>Click Home from the left Navigation bar.</p>  <p>The WFMS displays the Application Case Home page.</p>
13	<p>Click <i>Edit</i>.</p>  <p>The WFMS displays the Modify Application Case page.</p>



Step	Invalid Application Contains Name, Address and Signature – No Program Request
14	<p>Change the Application Status from Invalid to Valid by using the drop down box.</p>  <p>The screenshot shows the 'Modify Application Case' form for case number 9000024889. The 'Application Status' dropdown menu is highlighted with a red box and displays 'Submitted - Invalid'. Other fields include 'Program Requested' (All Programs, Cash, Food Stamps, Health Coverage), 'Participant Home Address' (Street, Zip, Apt/Lot, City, State, County, Township), and 'Participant Mailing Address'.</p>
15	<p>Click Save.</p>  <p>The screenshot shows the same 'Modify Application Case' form. The 'Save' button is highlighted with a red box. The 'Application Status' dropdown still shows 'Submitted - Invalid'.</p> <p>The WFMS displays the Application Home page.</p>
16	<p>Continue processing the new application at Step 7 of Section 3.5.3.1, New Application Ready for Initial Review – [Program(s) Applied For] <insert hyperlink>.</p>

3.5.3.5.3 Invalid Application Contains Name, Signature and Program Request – No Address

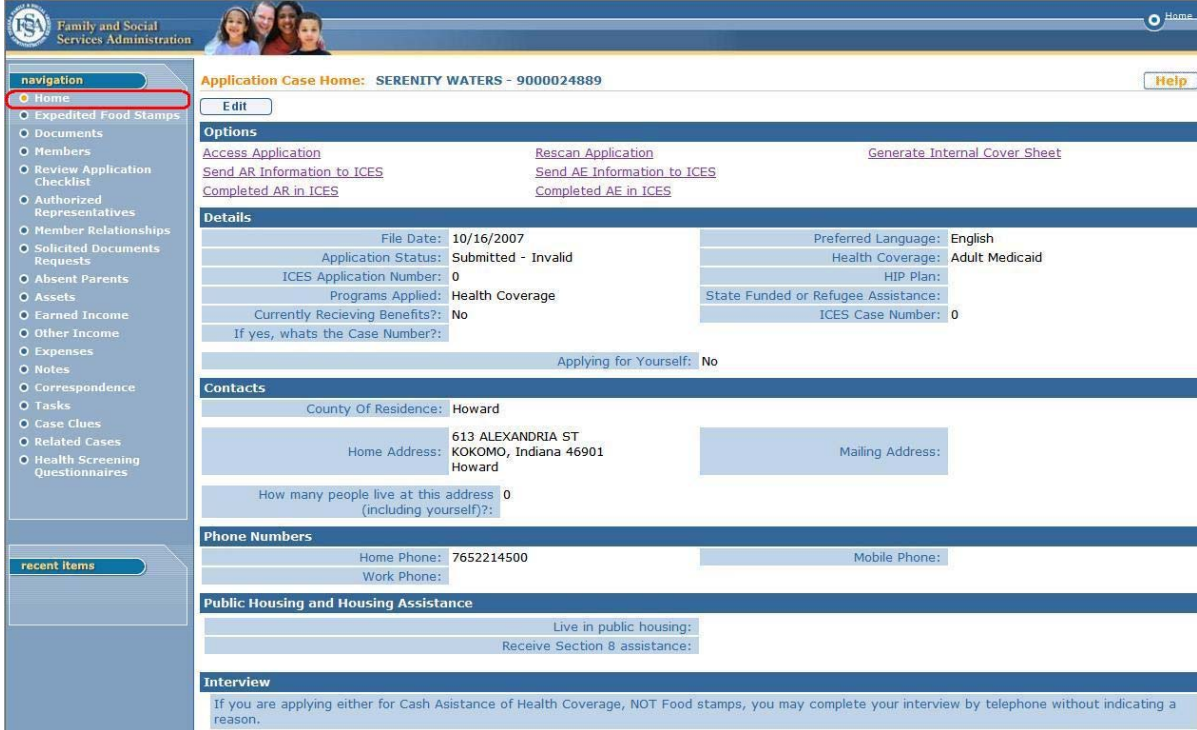
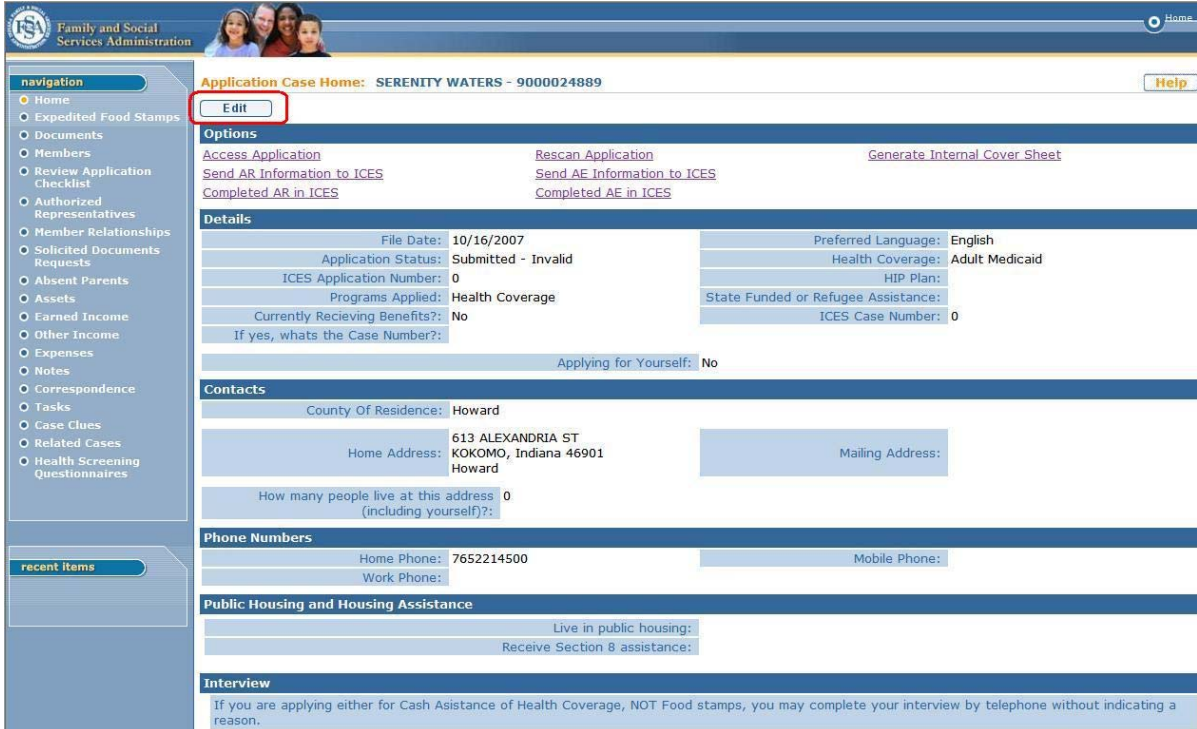
Step	Invalid Application Contains Name, Signature and Program Request – No Address
1.	<p>From the Application Home page, under the Phone Numbers cluster, attempt telephone contact (following business rules) for any/all telephone numbers listed.</p>  <p>If no phone number is provided or both attempts to contact Client are not successful, skip to Step 4 below.</p>

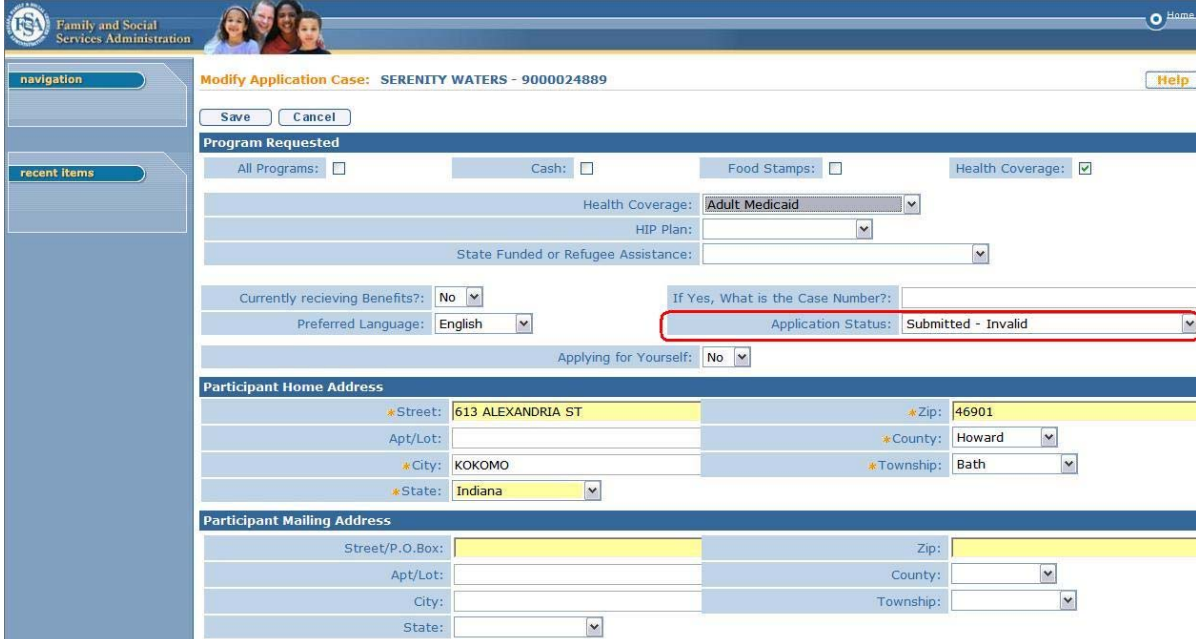
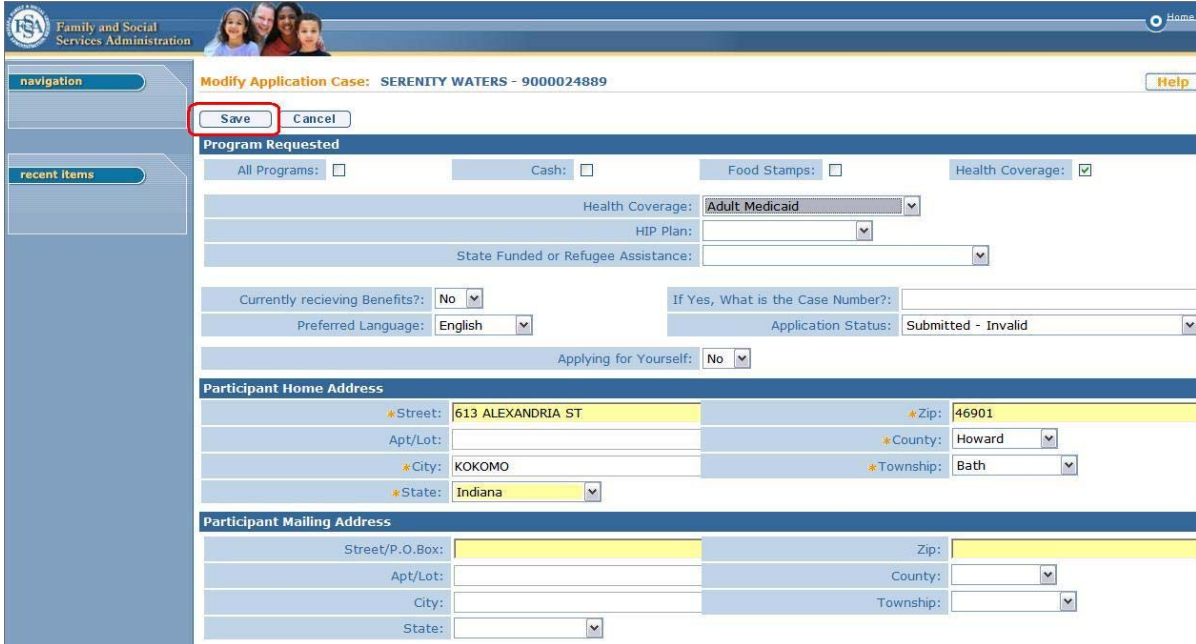
Step	Invalid Application Contains Name, Signature and Program Request – No Address
2.	<p>If telephone contact is made with the applicant, identify yourself as calling on behalf of the FSSA and confirm you are speaking with the applicant before continuing with the purpose of the call. Do not leave a message on an answering machine. Inform the applicant that his/her application has been received but no address has been submitted. Obtain the applicant's home address (and mailing address if different from home address) via telephone. Update the address(es) in the WFMS by clicking <i>Edit</i> from the Application Home page.</p>  <p>The WFMS displays the Modify Application Case page.</p>



Step	Invalid Application Contains Name, Signature and Program Request – No Address
3.	<p data-bbox="321 247 1430 310">Under the Participant Home Address cluster, enter the home address provided by the applicant via telephone.</p> <div data-bbox="321 321 1513 961">  </div> <p data-bbox="321 972 1513 1045">If the applicant indicated he/she has a mailing address, enter the mailing address under the Participant Mailing Address cluster.</p> <div data-bbox="321 1056 1513 1696">  </div> <p data-bbox="321 1707 1031 1787">Once all information has been entered, click Save. The WFMS displays the Application Case Home page.</p>

Step	Invalid Application Contains Name, Signature and Program Request – No Address
4.	<p>Click Notes from the left Navigation bar.</p>  <p>The WFMS displays the Notes page.</p>
5.	<p>Click New.</p>  <p>The WFMS displays the Create Note page.</p>

Step	Invalid Application Contains Name, Signature and Program Request – No Address
6.	<p>Enter notes regarding the status of the invalid application.</p> <p>If the applicant's address has been obtained via telephone, enter notes indicating that an invalid application with no address has been received, telephone contact has been made with the applicant and the address has been modified in the WFMS. Skip to Step 7.</p> <p>Create Note: sally jones - 5000258848 Help</p> <div> <div>Details</div> <div> <div> <div>Priority:</div> <div>Medium</div> </div> <div> <div>Sensitivity:</div> <div>1</div> </div> </div> <div> <div>Note Text</div> <div> <div>Text:</div> <div>Invalid application (due to no address) received for Sally Jones. Contacted Sally Jones at 317-788-0921 to obtain address information. Updated address in the WMS.</div> </div> </div> <div> <div>Save</div> <div>Save & New</div> <div>Cancel</div> </div> </div> <p>If unable to contact applicant via telephone, enter notes indicating that an invalid application with no address has been received, telephone contact has been unsuccessful (document each attempted phone contact and phone number(s) called).</p> <p>Create Note: sally jones - 5000258848 Help</p> <div> <div>Details</div> <div> <div> <div>Priority:</div> <div>Medium</div> </div> <div> <div>Sensitivity:</div> <div>1</div> </div> </div> <div> <div>Note Text</div> <div> <div>Text:</div> <div>Invalid application (due to no address) received for Sally Jones. Attempted to contact Sally Jones at 317-788-0921 to obtain address information. No answer.</div> </div> </div> <div> <div>Save</div> <div>Save & New</div> <div>Cancel</div> </div> </div> <p>Once notes have been entered, click Save.</p> <p>The WFMS displays the Notes page.</p>



Step	Invalid Application Contains Name, Signature and Program Request – No Address
7.	<p>Click Home from the left Navigation bar.</p>  <p>The WFMS displays the Application Case Home page.</p>
8.	<p>Click <i>Edit</i>.</p>  <p>The WFMS displays the Modify Application Case page.</p>


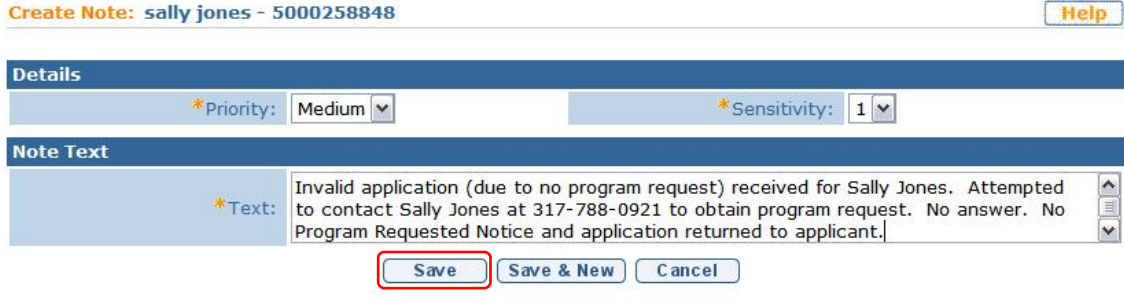
Step	Invalid Application Contains Name, Signature and Program Request – No Address
9.	<p>Change the Application Status from Invalid to Valid by using the drop-down box.</p>  <p>The screenshot shows the 'Modify Application Case' form for case number 9000024889. The 'Application Status' dropdown menu is highlighted with a red box and displays 'Submitted - Invalid'. Other fields include 'Program Requested' (All Programs, Cash, Food Stamps, Health Coverage), 'Participant Home Address' (Street, Zip, Apt/Lot, City, State, County, Township), and 'Participant Mailing Address' (Street/P.O.Box, Zip, Apt/Lot, City, State, County, Township).</p>
10	<p>Click Save.</p>  <p>The screenshot shows the same 'Modify Application Case' form. The 'Save' button is highlighted with a red box. The 'Application Status' dropdown still shows 'Submitted - Invalid'.</p> <p>The WFMS displays the Application Case Home page.</p>
11	<p>If address information has been obtained, continue processing the new application at Step 7 of Section 3.5.3.1, New Application Ready for Initial Review – [Program(s) Applied For <insert hyperlink>. If the application is still invalid, continue with Step 12.</p>
12	<p>Click <i>Home</i> in the upper right corner.</p> <p>The WFMS displays the User Home page.</p>


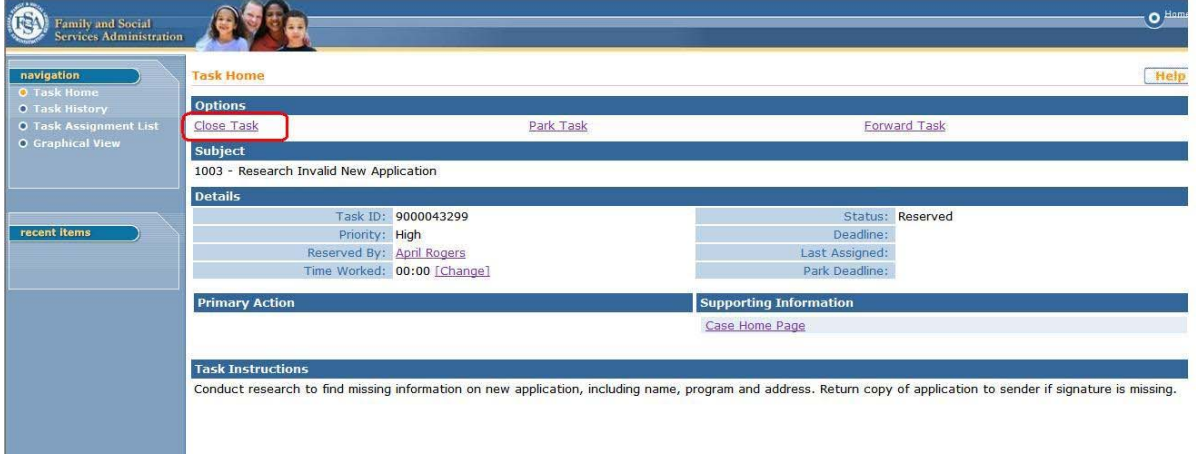
Step	Invalid Application Contains Name, Signature and Program Request – No Address
13	<p>Click the <i>Task ID</i> for the Research Invalid Application Task with an Open Status.</p>  <p>The WFMS displays the Task Home.</p>
14	<p>Under the Options cluster, click <i>Close Task</i>.</p>  <p>The WFMS displays the Task Home with the next task.</p>

3.5.3.6 Unable to Contact Applicant via Telephone for an Invalid Application

Step	Unable to Contact Applicant via Telephone for an Invalid Application
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Step	Unable to Contact Applicant via Telephone for an Invalid Application
1.	<p data-bbox="321 247 1495 279">From the Application Case Home page, click <i>Correspondence</i> from the left Navigation bar.</p>  <p data-bbox="321 783 943 814">The WFMS displays the Correspondence page.</p>
2.	<p data-bbox="321 825 1511 888">Refer to Section 3.11.4, Sending Notices to send an unsigned application notice and a copy of the invalid application to the applicant.</p>
3.	<p data-bbox="321 909 841 940">Click <i>Notes</i> from the left Navigation bar.</p>  <p data-bbox="321 1444 802 1476">The WFMS displays the Notes page.</p>



Step	Unable to Contact Applicant via Telephone for an Invalid Application
4.	<p>Click New.</p>  <p>The WFMS displays the Create Note page.</p>
5.	<p>Enter notes indicating that an invalid application has been returned pending signature or program selection to make the application valid.</p>  <p>Once notes have been entered, click Save.</p> <p>The WFMS displays the Notes page.</p>
6.	<p>Click <i>Home</i> in the upper right corner.</p> <p>The WFMS displays the User Home page.</p>

Step	Unable to Contact Applicant via Telephone for an Invalid Application
7.	<p>Click the <i>Task ID</i> for the Research Invalid Application Task with an Open Status.</p>  <p>The WFMS displays the Task Home.</p>
8.	<p>Under the Options cluster, click <i>Close Task</i>.</p>  <p>The WFMS displays the Task Home with the next task.</p>



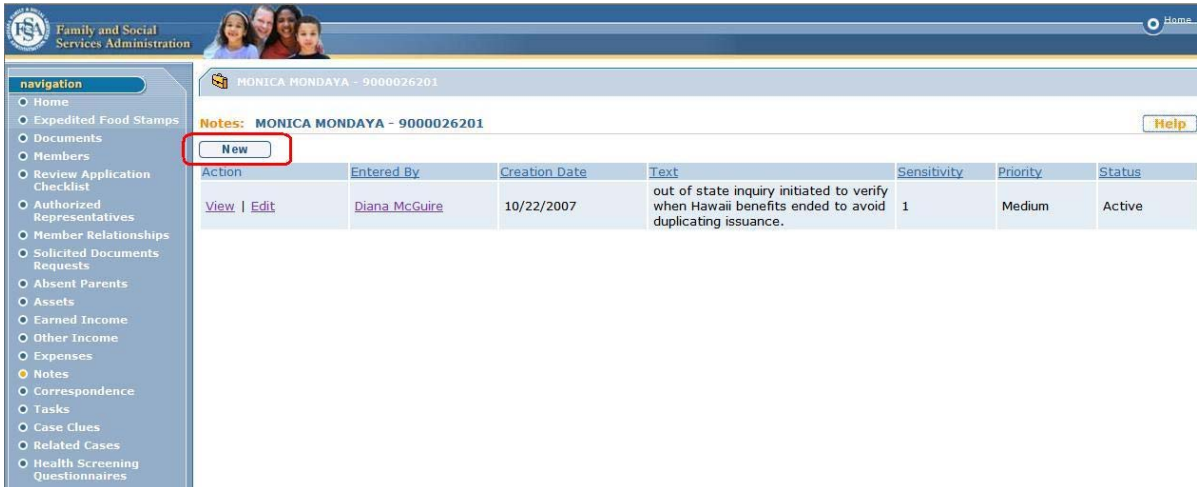
3.5.3.7 Out-of-State Inquiry Request




When an applicant indicates that she has recently moved to Indiana or lists on her application that she has received assistance from another state, it is necessary to contact the other state to be certain assistance in the other state has been closed. It is also necessary to determine when the benefits ended, how many months TANF was received (if applicable), and if there are any outstanding benefit recoveries or Intention Program Violations.



Step	Out-of-State Inquiry Request
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Step	Out-of-State Inquiry Request
1.	<p data-bbox="326 247 1507 310">From the User Home page, under the My Tasks cluster, view the Task Name and click the <i>Task ID</i>.</p>  <p data-bbox="326 745 802 777">The WFMS displays the Task Home.</p>
2.	<p data-bbox="326 793 837 825">View the Subject and Task Instructions.</p>  <p data-bbox="326 1312 1507 1449">Task Instructions: Complete request to another state to find out if an individual or individuals have been on assistance in another state, when the benefits ended in that state, how many months that TANF was received, and if there are any outstanding benefit recoveries or IPV's.</p>

Step	Out-of-State Inquiry Request
5.	Determine from the application (or Application Case Home page) which State(s) the applicant(s) has recently moved from or recently received assistance in.
6.	<p data-bbox="321 327 1511 457">Attempt to contact the state where the applicant lived. Each state has its own preferred way for us to contact them. Refer to Section 4.9.2, Protocol for Outbound Calls to Other States <insert hyperlink> and Section 4.5 Duplicate Participation State Contact List <insert hyperlink>.</p> <ul data-bbox="321 474 1511 957" style="list-style-type: none"> <li data-bbox="321 474 1511 541">• If telephone contact is made with the other state, provide your name and explain you are calling on behalf of the Indiana FSSA. <li data-bbox="321 552 1511 619">• Inform the other state contact that an applicant has indicated he/she is currently or has recently received assistance in that state. <li data-bbox="321 630 1511 735">• Obtain necessary eligibility information from the other state according to policy and refer to Section 3.11.4, Sending Notices <insert hyperlink> to complete the Out of State Inquiry form and attach it as a document to the case.. <li data-bbox="321 745 1511 850">• Information obtained from the other state is required to include when the benefits ended in that state, how many months that TANF was received, and if there are any outstanding benefit recoveries or Intentional Program Violations. <li data-bbox="321 861 1511 957">• If the other State indicates there are any outstanding benefit recoveries or Intentional Program Violations, refer to Section 3.10.7, Suspected Fraud Referrals <insert hyperlink> or Section 3.10.5, Benefit Recovery Referrals <insert hyperlink>.
7.	<p data-bbox="321 978 1511 1075">If no contact is made with the other State on the first outbound attempt, park the task and attempt a second outbound attempt following business rules. Refer to Section 4.9.2, Protocol for Outbound Calls to Other States <insert hyperlink>.</p> <ul data-bbox="321 1085 1511 1182" style="list-style-type: none"> <li data-bbox="321 1085 1511 1182">• If both outbound contact attempts are unsuccessful, refer to Section 3.11.4, Sending Notices <insert hyperlink> to complete the Out of State Inquiry form and mail it to the other state.
8.	Refer to Section 3.11.4, Sending Notices <insert hyperlink> to mail the Out of State Inquiry form to the other state.



Step	Out-of-State Inquiry Request
9.	<p>Navigate to ICES. Enter TRAN: CLRC; PARMS: ICES Case Number.</p>  <p>Note: If an ICES case does not exist, update Notes in the WFMS. Click <i>Notes</i> from the left Navigation bar.</p>  <p>The WFMS displays the Notes page.</p>
10	<p>Click <i>New</i>.</p>  <p>The WFMS displays the Create Note page.</p>
11	<p>Enter notes regarding the information obtained from the other state. Include the eligibility factors verified, the name and phone number of the contact person, the date of contact and the information obtained from the contact.</p> <p>Information obtained from the other state is required to include when the benefits ended in that state, how many months that TANF was received, and if there are any outstanding benefit recoveries or Intentional Program Violations.</p>



Step	Out-of-State Inquiry Request																								
12	<p>Once notes have been entered, click Save.</p>  <p>The WFMS displays the Notes page.</p>																								
13	<p>Click Tasks from the left Navigation bar.</p>  <table><thead><tr><th>Task ID</th><th>Document</th><th>Subject</th><th>Priority</th><th>Reserved By</th><th>Deadline</th></tr></thead><tbody><tr><td>9000034084</td><td></td><td>1001 - New Application ready for Initial Review - Food Stamps,.</td><td>High</td><td></td><td></td></tr><tr><td>9000034096</td><td></td><td>1006 - Process New Application - Food Stamps</td><td>High</td><td></td><td></td></tr><tr><td>9000034097</td><td></td><td>1072 - Out-of-State Inquiry Request</td><td>High</td><td>rogersan</td><td>10/23/2007 17:02</td></tr></tbody></table> <p>The WFMS displays the Tasks Home page.</p>	Task ID	Document	Subject	Priority	Reserved By	Deadline	9000034084		1001 - New Application ready for Initial Review - Food Stamps,.	High			9000034096		1006 - Process New Application - Food Stamps	High			9000034097		1072 - Out-of-State Inquiry Request	High	rogersan	10/23/2007 17:02
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9000034084		1001 - New Application ready for Initial Review - Food Stamps,.	High																						
9000034096		1006 - Process New Application - Food Stamps	High																						
9000034097		1072 - Out-of-State Inquiry Request	High	rogersan	10/23/2007 17:02																				
14	<p>Click Create Task.</p>  <p>The WFMS displays the Select Task Type page.</p>																								

Step	Out-of-State Inquiry Request
15	<p>Click <i>Select</i> next to the Out-of-State Inquiry Results.</p>  <p>The WFMS generates an Out-of-State Inquiry Results for the appropriate Workgroup.</p>
16	<p>Click <i>Home</i> in the upper right corner.</p> <p>The WFMS displays the User Home page.</p>
17	<p>Click <i>Task ID</i> for the Out-of-State Inquiry Request with an Open status.</p>  <p>The WFMS displays the Task Home.</p>

Step	Out-of-State Inquiry Request
18	<p data-bbox="321 247 893 279">Under the Options cluster, click <i>Close Task</i>.</p>  <p data-bbox="321 772 1036 804">The WFMS displays the Task Home with the next task.</p>

3.5.3.8 Information Request from External Party


Step	Information Request from External Party
1.	<p data-bbox="321 352 1495 415">From the User Home page, under the My Tasks cluster, view the Task Name and click the Task ID.</p>  <p data-bbox="321 940 800 972">The WFMS displays the Task Home.</p>
2.	<p data-bbox="321 989 836 1020">View the Subject and Task Instructions.</p>  <p data-bbox="321 1539 1424 1633">Task Instructions: Provide information to an external party (e.g., third party – housing authority, hospital, etc.) after verifying the necessary releases have been obtained/provided.</p>

Step	Information Request from External Party
3.	<p>Under the Supporting Information cluster, click <i>Case Home</i> page.</p>  <p>The WFMS displays the Application Case Home page or Case Home page.</p>
4.	<p>Click <i>Documents</i> from the left Navigation bar.</p>  <p>The WFMS displays the Documents page.</p>
5.	<ul style="list-style-type: none"> From the documents indexed to the application or case, identify the release necessary to provide information to the external party. If the information request from external party is for child care verification, refer to Section 3.11.1.8, Forward a Task <insert hyperlink> to forward the task to the Arbor Communications queue. Some information requests from external parties may be accompanied by a signed release. If a request is accompanied by a valid signed release, skip to Step 6. If there is no valid signed release on file for the external party, refer to Section 3.5.3.9, No Signed Release of Information on File <insert hyperlink>.

Step	Information Request from External Party
6.	<p>Provide the information to the external party via the preferred method (i.e. telephone, mail, or fax).</p> <ul style="list-style-type: none"> • If the information request is from another state, Refer to Section 3.11.4, Sending Notices <insert hyperlink> to complete the Out of State Inquiry form and mail it to the other state. • If providing the information to the external party requires a different skill set, refer to Section 3.11.1, Creating, Parking, Forwarding, Getting, and Opening Tasks <insert hyperlink> to forward the Information Request from External Party task to the appropriate workgroup. • If the external party cannot be reached via telephone and a mailing address has been provided for the external party, return the information request via mail. Refer to Section 3.11.4, Sending Notices <insert hyperlink>. • If the external party cannot be reached via telephone and no mailing address has been provided, refer to Section 3.11.1, Creating, Parking, Forwarding, Getting, and Opening Tasks <insert hyperlink> for instructions to park the task and attempt contact following business rules.

Step	Information Request from External Party
7.	<p>Navigate to ICES. Enter TRAN: CLRC; PARMS: ICES Case Number.</p> <div data-bbox="321 285 1511 407" data-label="Text"> <p>NEXT TRAN: CLRC_____ PARMS: 3000076384_____</p> </div> <p>Note: If an ICES case does not exist, update Notes in the WFMS. Click <i>Notes</i> from the left Navigation bar.</p> <div data-bbox="321 512 1511 940" data-label="Image"> </div> <p>The WFMS displays the Notes page. Click <i>New</i>.</p> <div data-bbox="321 995 1511 1423" data-label="Image"> </div> <p>The WFMS displays the Create Note page.</p>

Step	Information Request from External Party												
8.	<p>Enter case notes regarding the information request from external party. Include the name of the third party requestor, information requested, the date information was provided, method of providing information (if information provided via phone), name and phone number of external party contact.</p> <div><div>CLRC</div><div>RUNNING RECORD COMMENTS</div><div>08/03/07 14:29 T49702 C TEST/JURGE</div><div>COMMENTS TYPE: GENERAL COUNTY: 49 CASE: 3000353437 INITIAL CONTACT: MEG M FAKECLIENT</div><div><div>ENTERED</div><div>USERID</div><div>COMMENTS</div><div>08/03/07 T49702 Received a request for information from a Salvation Army Case Manager, Lisa C. regarding one of her client's current eligibility status and what she is receiving. Checked WMS Documents and found a consent to release information to</div><div>08/03/07 T49702 Lisa C. from the client. PProvided Lisa C. with the information she needed and concluded the call. KJ T49702_____</div><div>08/03/07 T49702 _____</div><div>NEXT TRAN: _____ PARMS: _____</div></div></div>												
9.	<p>If the information request from an external party results in a potential or known change (e.g., change in employment status, address, household composition, etc.), refer to Section 3.11.1, Creating, Parking, Forwarding, Getting, and Opening Tasks for instructions to create a Reported Change task for the appropriate workgroup.</p>												
10	<p>Click <i>Home</i> in the upper right corner.</p> <p>The WFMS displays the User Home page.</p>												
11	<p>Click <i>Task ID</i> for the Information Request from External Party with an Open status.</p> <div><div><div><div>Family and Social Services Administration</div><div><div>navigation</div><div><div>Home</div><div>Work Queue Dashboard</div></div><div><div>recent items</div></div></div><div><div>ACS Supervisor Home</div><div><div>My Shortcuts</div><div>Process Request for Services</div><div>Apply Now</div><div>Create Application Case</div><div>Create User Defined Task</div><div>Change Password</div></div><div><div>Search For</div><div>Case</div><div>Person</div><div>Document</div><div>Task</div><div>User</div></div><div><div>Workflow</div><div>Get Next Task</div></div><div><div>My Tasks</div><table><thead><tr><th>Task</th><th>Case Primary Client</th><th>Task Name</th><th>Status</th><th>Priority</th><th>Due Date</th></tr></thead><tbody><tr><td>7000005633</td><td>ALLY ADAMS</td><td>1071 - Information Request from External Party</td><td>Reserved</td><td>Medium</td><td>10/12/2007 07:03</td></tr></tbody></table></div></div></div></div></div> <p>The WFMS displays the Task Home.</p>	Task	Case Primary Client	Task Name	Status	Priority	Due Date	7000005633	ALLY ADAMS	1071 - Information Request from External Party	Reserved	Medium	10/12/2007 07:03
Task	Case Primary Client	Task Name	Status	Priority	Due Date								
7000005633	ALLY ADAMS	1071 - Information Request from External Party	Reserved	Medium	10/12/2007 07:03								



Step	Information Request from External Party
12	<p>Under the Options cluster, click <i>Close Task</i>.</p>  <p>The WFMS displays the Task Home with the next task.</p>

3.5.3.9 No Signed Release of Information on File

If information has been requested from an external party, but no signed release of information is on file, it may be necessary to respond to the external party and inform the requestor that we are unable to provide a response to their request without a signed release.

Step	No Signed Release of Information on File
1.	<p>Attempt to contact the external party via the preferred method (i.e. telephone, mail, or fax). Inform the third party requestor that we are unable to provide a response to their request without a signed release. If a signed release is obtained, they need to resubmit the request.</p>



Step	No Signed Release of Information on File
2.	<p data-bbox="321 247 1219 279">Navigate to ICES. Enter TRAN: CLRC; PARMS: ICES Case Number.</p> <div data-bbox="321 289 1515 405" data-label="Text"> <p>NEXT TRAN: CLRC_____ PARMS: 3000076384_____</p> </div> <p data-bbox="321 426 1170 457">Note: If an ICES case does not exist, update notes in the WFMS.</p> <p data-bbox="321 468 841 499">Click <i>Notes</i> from the left Navigation bar.</p> <div data-bbox="321 510 1515 940" data-label="Image"> <p>The screenshot shows the 'Family and Social Services Administration' (FSA) interface. On the left is a navigation menu with options like Home, Applications, Documents, Members, Addresses, Phone Numbers, Pending Verification Checklist, Data Collection Checklist, Second Party Review Checklist, Change Checklist, Solicited Documents Requests, Correspondence, Notes (highlighted with a red rectangle), Asset/Trust Review, Benefit Recovery, and Tasks. The main content area displays 'Notes: ALLY ADAMS - 3000072839' with a 'New' button and a table with columns: Action, Entered By, Creation Date, Text, Sensitivity, Priority, and Status.</p> </div> <p data-bbox="321 951 948 982">The WFMS displays the Notes page. Click <i>New</i>.</p> <div data-bbox="321 993 1515 1423" data-label="Image"> <p>This screenshot is similar to the previous one but shows the 'New' button in the left navigation bar highlighted with a red rectangle, indicating the next step in the process.</p> </div> <p data-bbox="321 1434 883 1465">The WFMS displays the Create Note page.</p>
3.	<p data-bbox="321 1482 1515 1577">Enter case notes regarding the information request from external party. Include the name of the third party requestor, information requested and inability to process the information request due to no signed release on file.</p>
4.	<p data-bbox="321 1598 802 1629">Click <i>Home</i> in the upper right corner.</p> <p data-bbox="321 1640 873 1671">The WFMS displays the User Home page.</p>


Step	No Signed Release of Information on File
5.	<p>Click <i>Task ID</i> for the Information Request from External Party with an Open status.</p>  <p>The WFMS displays the Task Home.</p>
6.	<p>Under the Options cluster, click <i>Close Task</i>.</p>  <p>The WFMS displays the Task Home with the next task.</p>


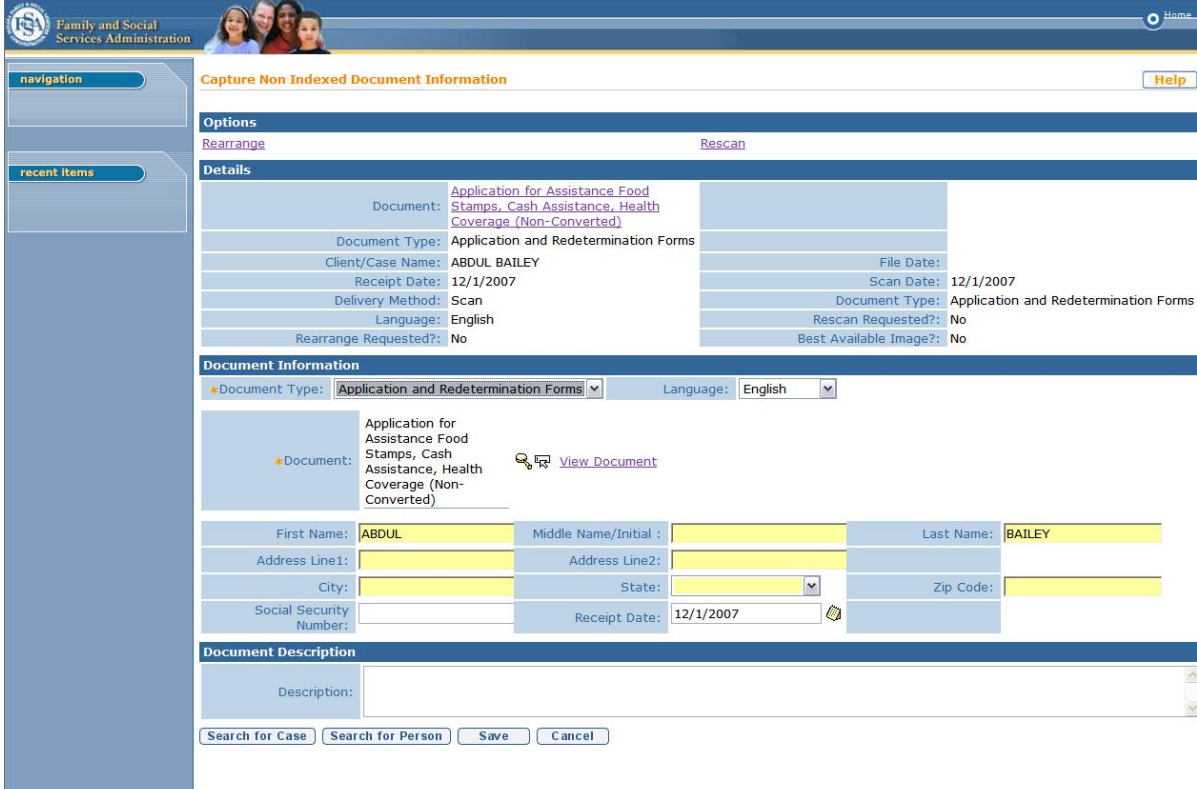
3.5.3.10 Create Application Case

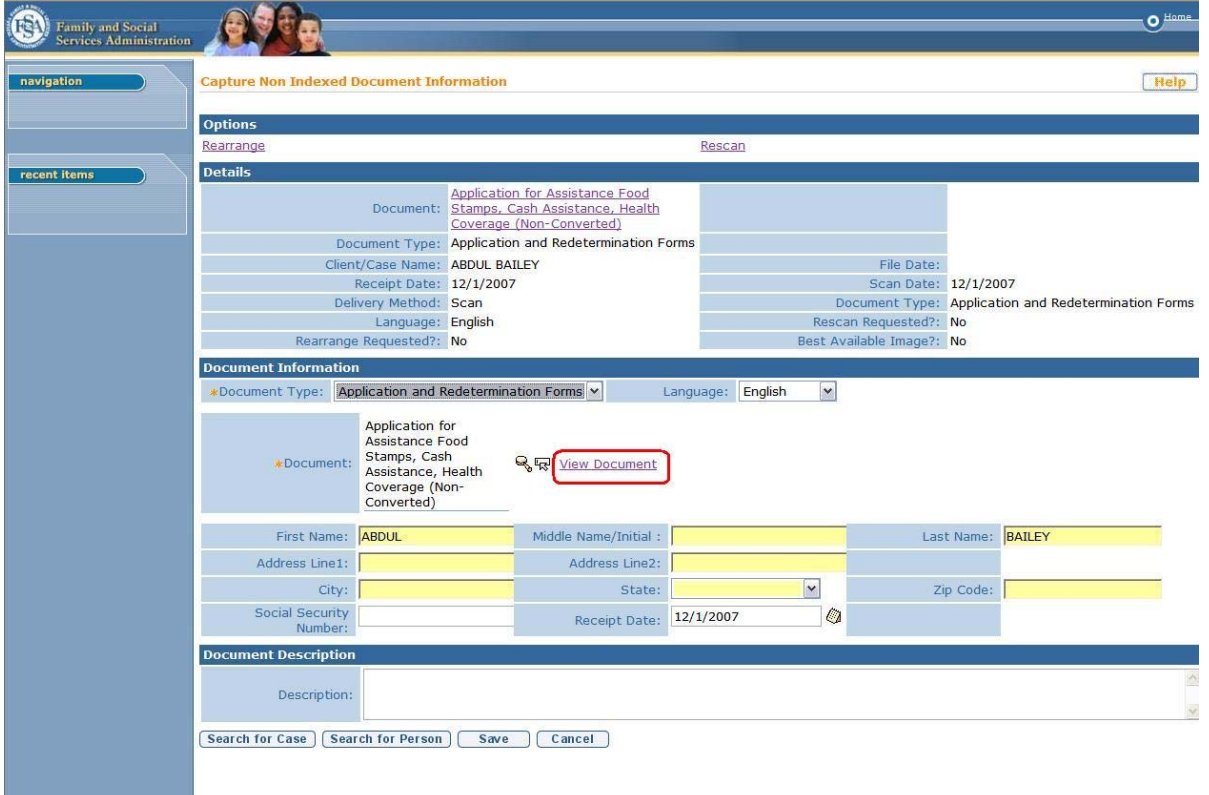
An application case is manually created in the WFMS when either a non-customized application (excluding Hoosier Healthwise) is received or when an individual walks into a Help Center to apply. Applications received for State Programs are created manually in the WFMS. Non-customized applications are commonly forwarded as Non-Indexed Document tasks to the Review Application queue.

Step	Create Application Case
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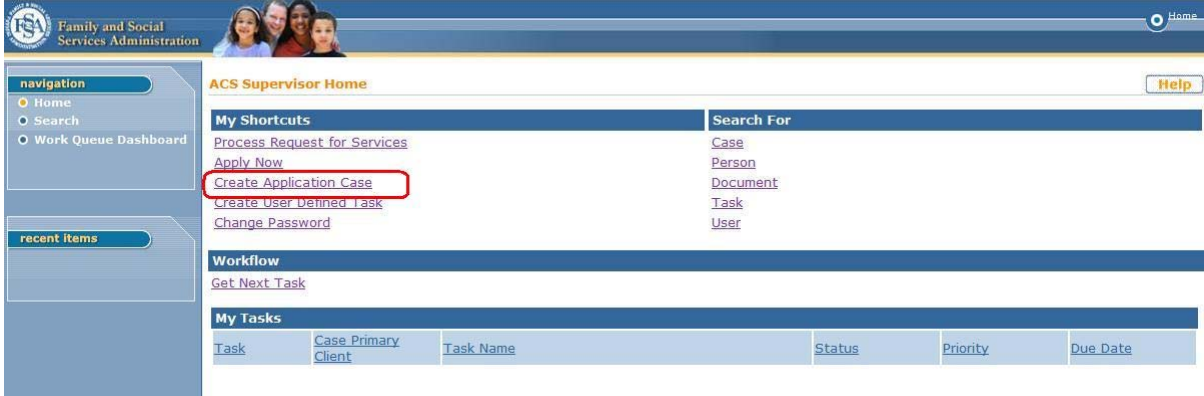
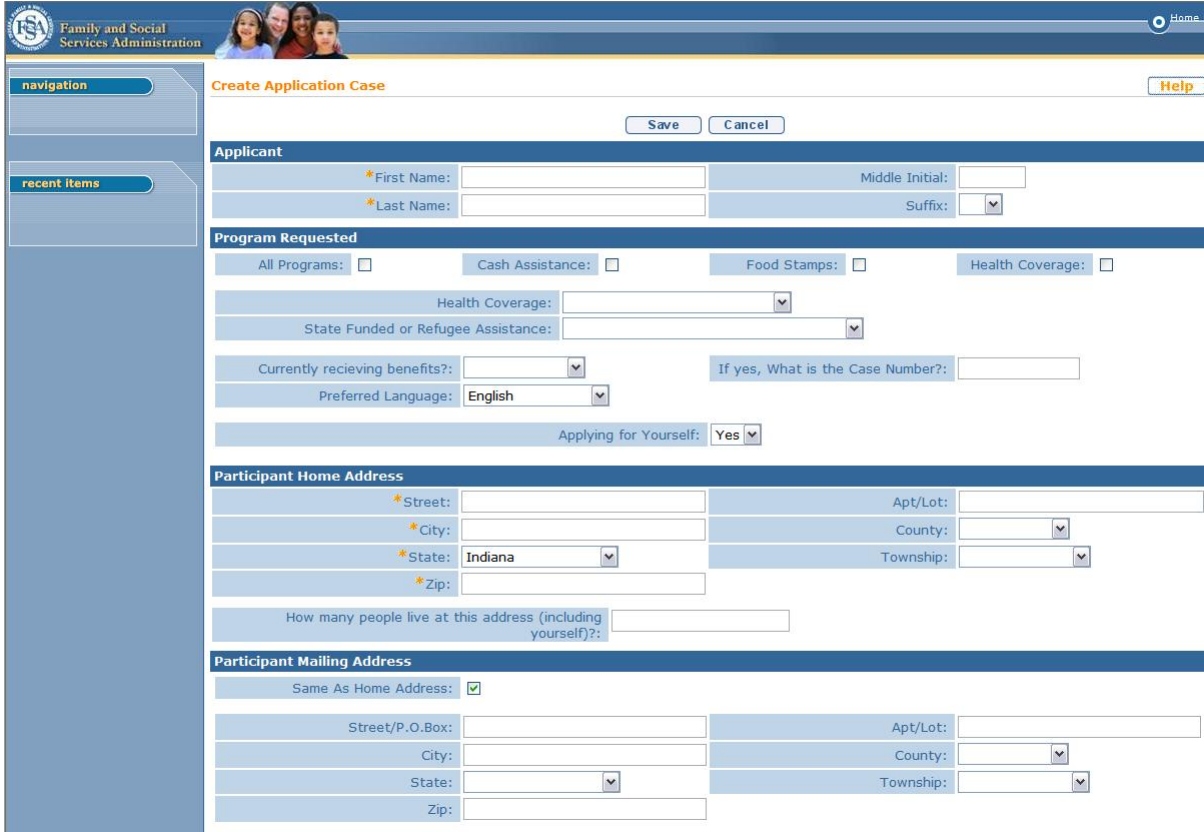
Step	Create Application Case
1.	<p data-bbox="326 247 1507 310">From the User Home page, under the My Tasks cluster, view the Task Name and click the Task ID.</p>  <p data-bbox="326 804 802 835">The WFMS displays the Task Home.</p>
2.	<p data-bbox="326 852 837 884">View the Subject and Task Instructions.</p> 

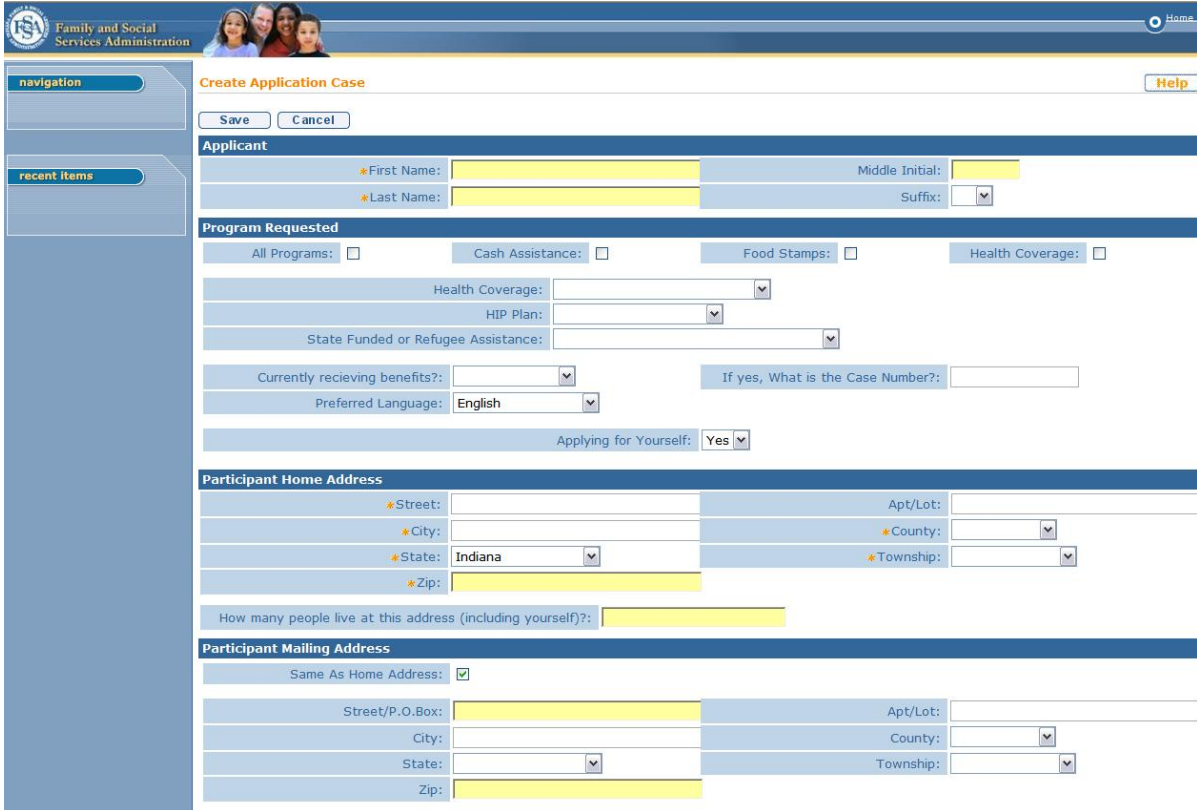
Step	Create Application Case
3.	<p data-bbox="321 247 1266 279">Under the Supporting Information cluster, click Non-Indexed Documents.</p>  <p data-bbox="321 762 1497 825">The WFMS displays the Non-Indexed Documents page. If the WFMS displays the Capture Non-Indexed Document Information page, skip to Step 5.</p>

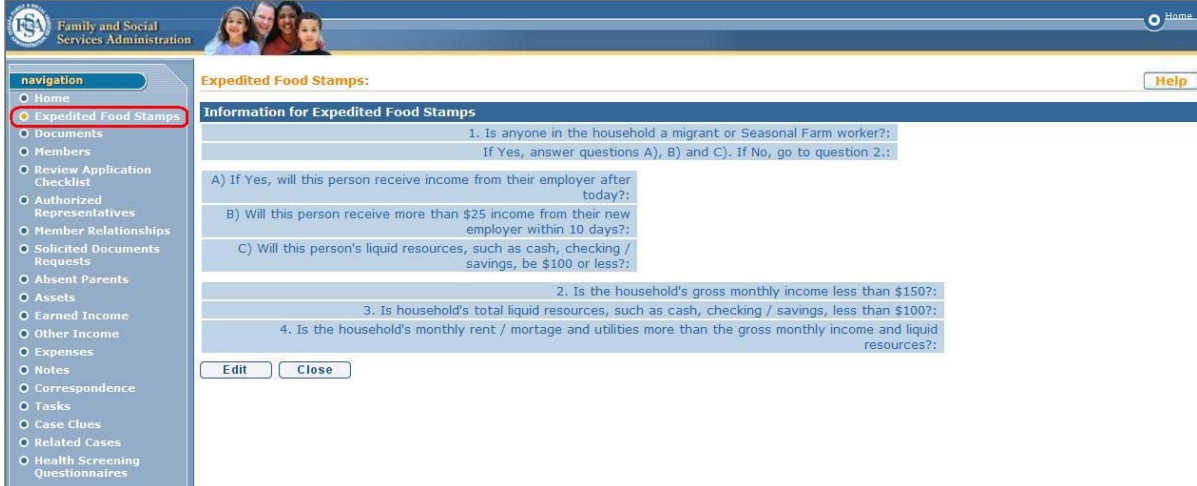
Step	Create Application Case
4.	<p>Click Edit next to the application.</p>  <p>The WFMS displays the Capture Non-Indexed Document Information page.</p> 

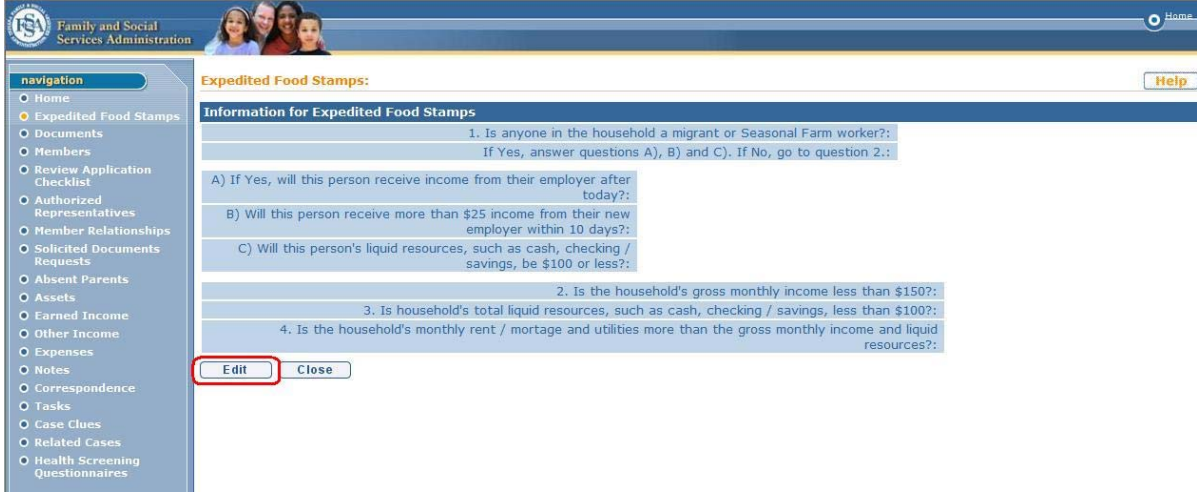
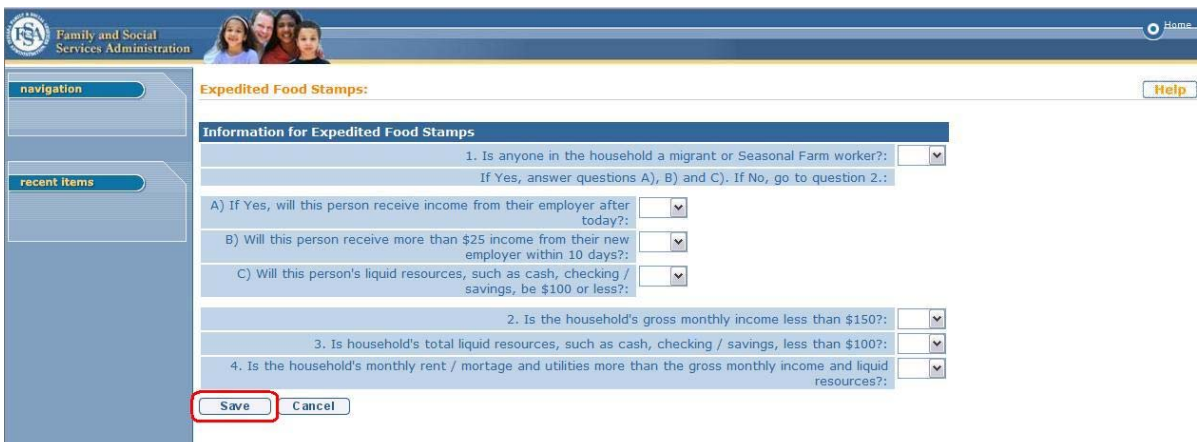
Step	Create Application Case																																																				
5.	<p data-bbox="321 247 1138 279">Under the Document Information cluster, click View Document.</p>  <p>Family and Social Services Administration</p> <p>Capture Non Indexed Document Information Help</p> <p>Options Rearrange Rescan</p> <p>Details</p> <table border="1"> <tr> <td>Document:</td> <td colspan="3">Application for Assistance Food Stamps, Cash Assistance, Health Coverage (Non-Converted)</td> </tr> <tr> <td>Document Type:</td> <td colspan="3">Application and Redetermination Forms</td> </tr> <tr> <td>Client/Case Name:</td> <td>ABDUL BAILEY</td> <td>File Date:</td> <td></td> </tr> <tr> <td>Receipt Date:</td> <td>12/1/2007</td> <td>Scan Date:</td> <td>12/1/2007</td> </tr> <tr> <td>Delivery Method:</td> <td>Scan</td> <td>Document Type:</td> <td>Application and Redetermination Forms</td> </tr> <tr> <td>Language:</td> <td>English</td> <td>Rescan Requested?:</td> <td>No</td> </tr> <tr> <td>Rearrange Requested?:</td> <td>No</td> <td>Best Available Image?:</td> <td>No</td> </tr> </table> <p>Document Information</p> <p>★ Document Type: Application and Redetermination Forms Language: English</p> <p>★ Document: Application for Assistance Food Stamps, Cash Assistance, Health Coverage (Non-Converted) View Document</p> <table border="1"> <tr> <td>First Name:</td> <td>ABDUL</td> <td>Middle Name/Initial :</td> <td></td> <td>Last Name:</td> <td>BAILEY</td> </tr> <tr> <td>Address Line1:</td> <td></td> <td>Address Line2:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>City:</td> <td></td> <td>State:</td> <td></td> <td>Zip Code:</td> <td></td> </tr> <tr> <td>Social Security Number:</td> <td></td> <td>Receipt Date:</td> <td>12/1/2007</td> <td></td> <td></td> </tr> </table> <p>Document Description</p> <p>Description:</p> <p>Search for Case Search for Person Save Cancel</p>	Document:	Application for Assistance Food Stamps, Cash Assistance, Health Coverage (Non-Converted)			Document Type:	Application and Redetermination Forms			Client/Case Name:	ABDUL BAILEY	File Date:		Receipt Date:	12/1/2007	Scan Date:	12/1/2007	Delivery Method:	Scan	Document Type:	Application and Redetermination Forms	Language:	English	Rescan Requested?:	No	Rearrange Requested?:	No	Best Available Image?:	No	First Name:	ABDUL	Middle Name/Initial :		Last Name:	BAILEY	Address Line1:		Address Line2:				City:		State:		Zip Code:		Social Security Number:		Receipt Date:	12/1/2007		
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Social Security Number:		Receipt Date:	12/1/2007																																																		



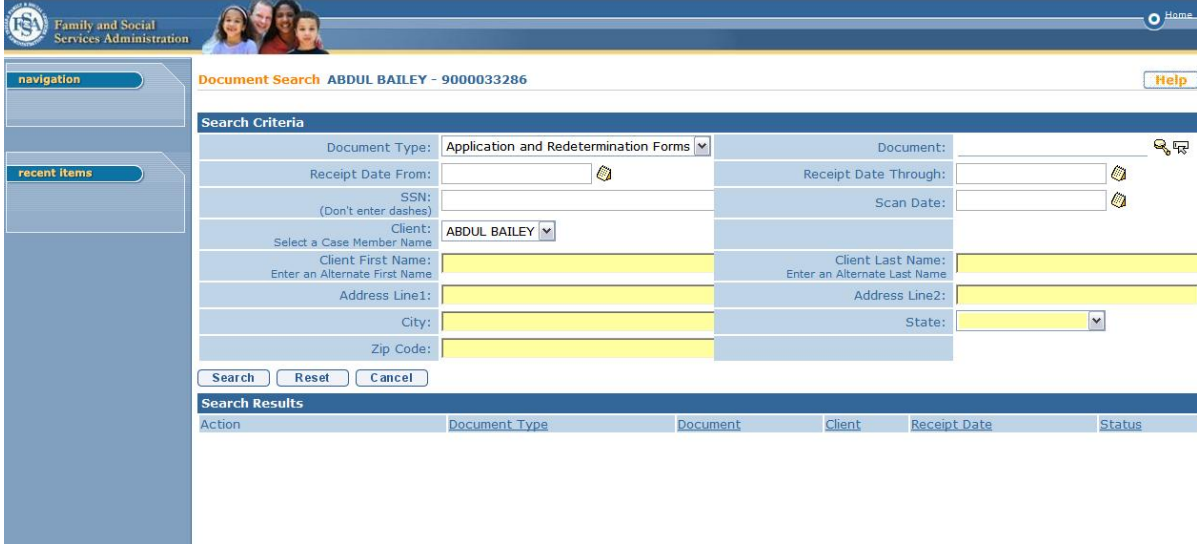
Step	Create Application Case
6.	<p>An image of the application opens in a separate window; leave this window open in order to create the application case in the WFMS.</p> <div data-bbox="321 317 930 1043"> </div> <div data-bbox="954 338 1479 1031"> </div> <p>If the application is for a State Program, refer to Section 3.11.1.8, Forward a Task to forward the New Application Ready for Initial Review task to Workgroup 9 < insert hyperlink>.</p>
7.	<p>Click <i>Home</i> in the upper right corner. The WFMS displays the User Home page.</p>

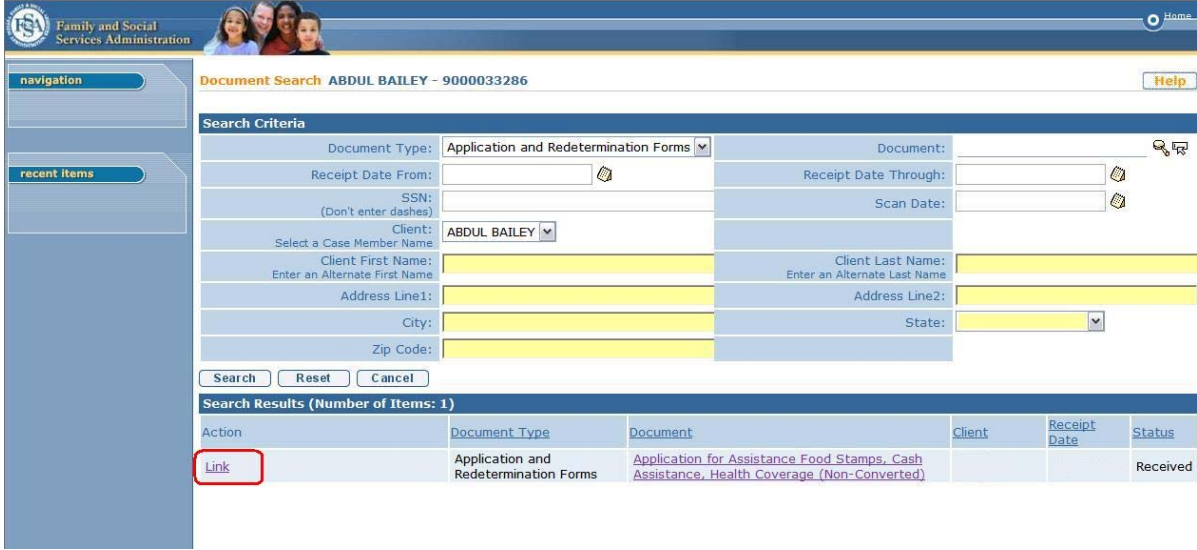

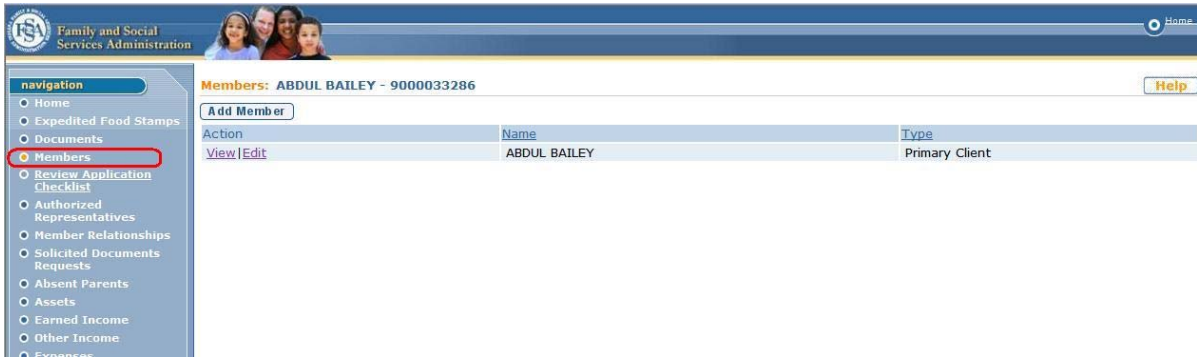
Step	Create Application Case
8.	<p data-bbox="321 247 1076 279">From the User Home page, click <i>Create Application Case</i>.</p> <div data-bbox="321 289 1518 682">  <p>The screenshot shows the 'ACS Supervisor Home' page. On the left is a navigation menu with 'Home', 'Search', and 'Work Queue Dashboard'. Below it is a 'recent items' section. The main content area has a header 'ACS Supervisor Home' with a 'Help' button. Under 'My Shortcuts', there are links: 'Process Request for Services', 'Apply Now', 'Create Application Case' (highlighted with a red box), 'Create User Defined Task', and 'Change Password'. To the right is a 'Search For' section with links: 'Case', 'Person', 'Document', 'Task', and 'User'. Below that is a 'Workflow' section with a 'Get Next Task' link. At the bottom is a 'My Tasks' table with columns: Task, Case Primary Client, Task Name, Status, Priority, and Due Date.</p> </div> <p data-bbox="321 695 1040 726">The WFMS displays the Create Application Case page.</p> <div data-bbox="321 737 1518 1564">  <p>The screenshot shows the 'Create Application Case' form. It has a header with the 'Family and Social Services Administration' logo and a 'Home' button. Below the header is a 'Save' and 'Cancel' button. The form is divided into several sections: <ul style="list-style-type: none"> Applicant: Fields for First Name, Middle Initial, Last Name, and Suffix. Program Requested: Checkboxes for 'All Programs', 'Cash Assistance', 'Food Stamps', and 'Health Coverage'. There are also dropdown menus for 'Health Coverage' and 'State Funded or Refugee Assistance'. A section for 'Currently receiving benefits?' includes a dropdown and a field for 'If yes, What is the Case Number?'. A 'Preferred Language' dropdown is set to 'English'. An 'Applying for Yourself' checkbox is checked. Participant Home Address: Fields for Street, Apt/Lot, City, County, State (set to 'Indiana'), Township, and Zip. A field for 'How many people live at this address (including yourself)?' is also present. Participant Mailing Address: A checkbox 'Same As Home Address' is checked. Fields for Street/P.O.Box, Apt/Lot, City, County, State, Township, and Zip are provided. </p> </div>

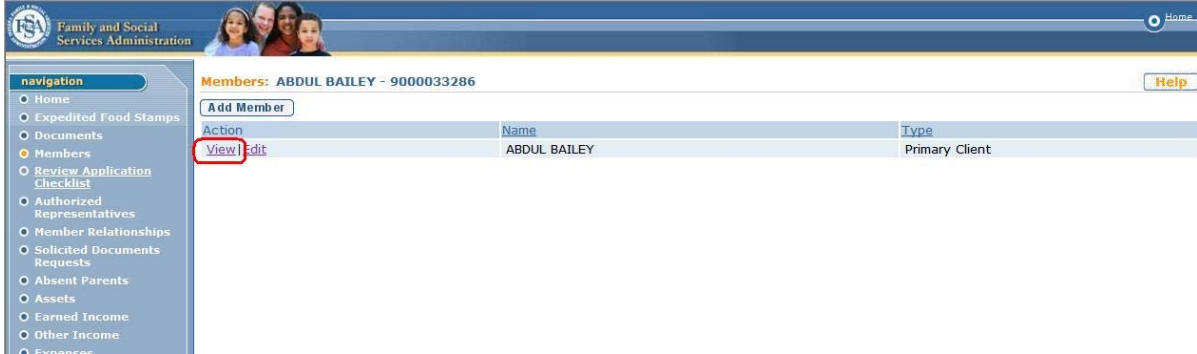
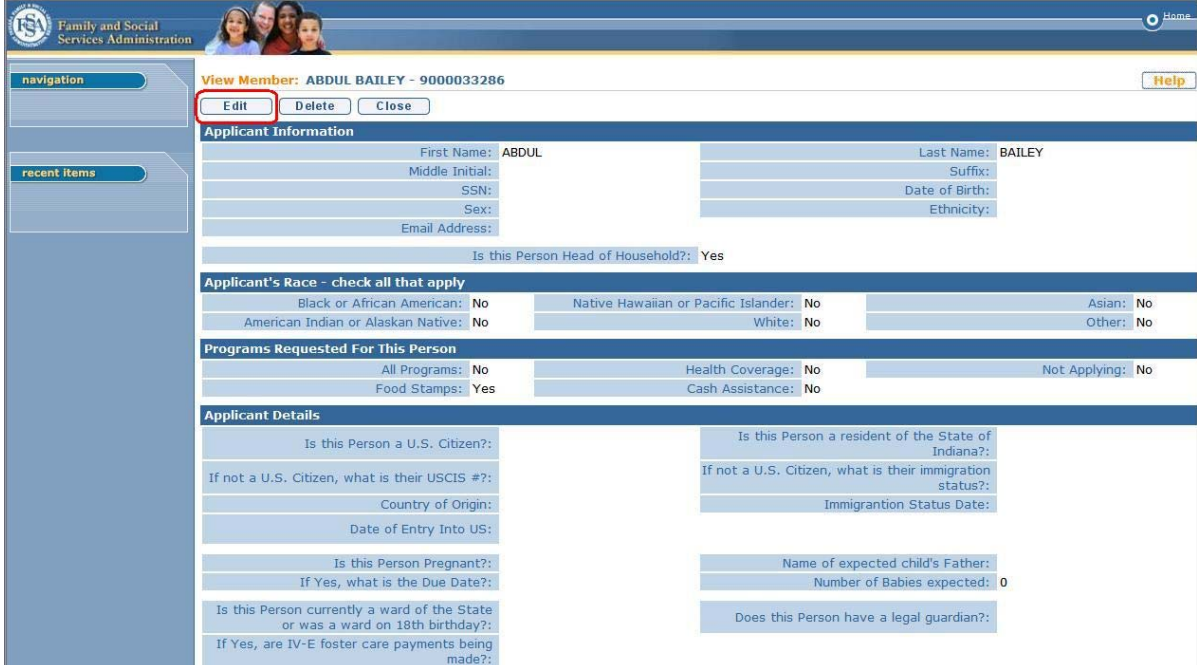
Step	Create Application Case
9.	<p>Using the information contained on the application, enter all available information in the data fields for Member 1.</p> <p>Note: Required fields are marked with a red asterisk.</p>  <ul style="list-style-type: none"> To complete the AR and AE processes in ICES, the county and township must be entered in the WFMS Application Case. If unknown, the county and/or township may be obtained by using the Census Bureau website – http://factfinder.census.gov/servlet/AGSGeoAddressServlet?_lang=en&_programYear=50&_treeld=420 <insert hyperlink>. Under the Participant Home Address cluster, using the drop down box, select the county associated with the participant's home address. Under the Participant Home Address cluster, using the drop down box, select the township associated with the participant's home address.
10	<p>Once all information has been entered, click Save.</p> <p>The WFMS displays the Application Case Home page.</p>
11	<p>If the Application sections where the applicant selects what program(s) she is applying for do not show food stamps, skip to Step 14 below.</p>

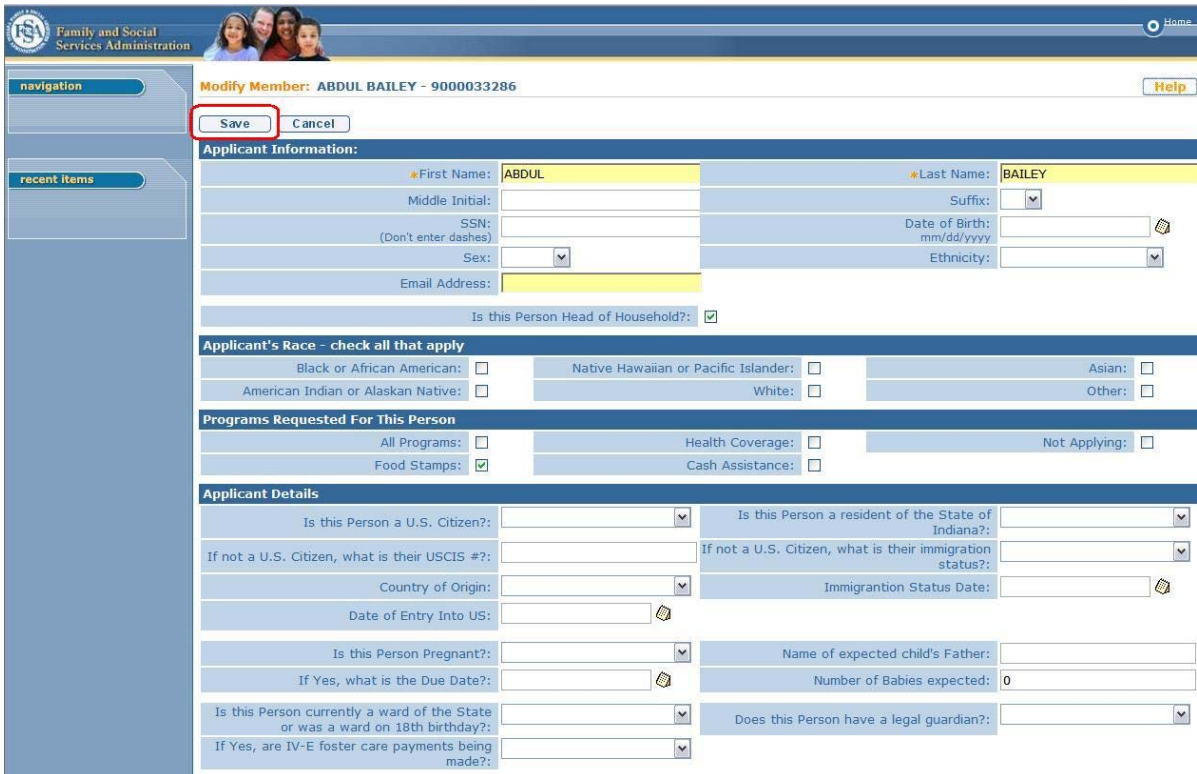
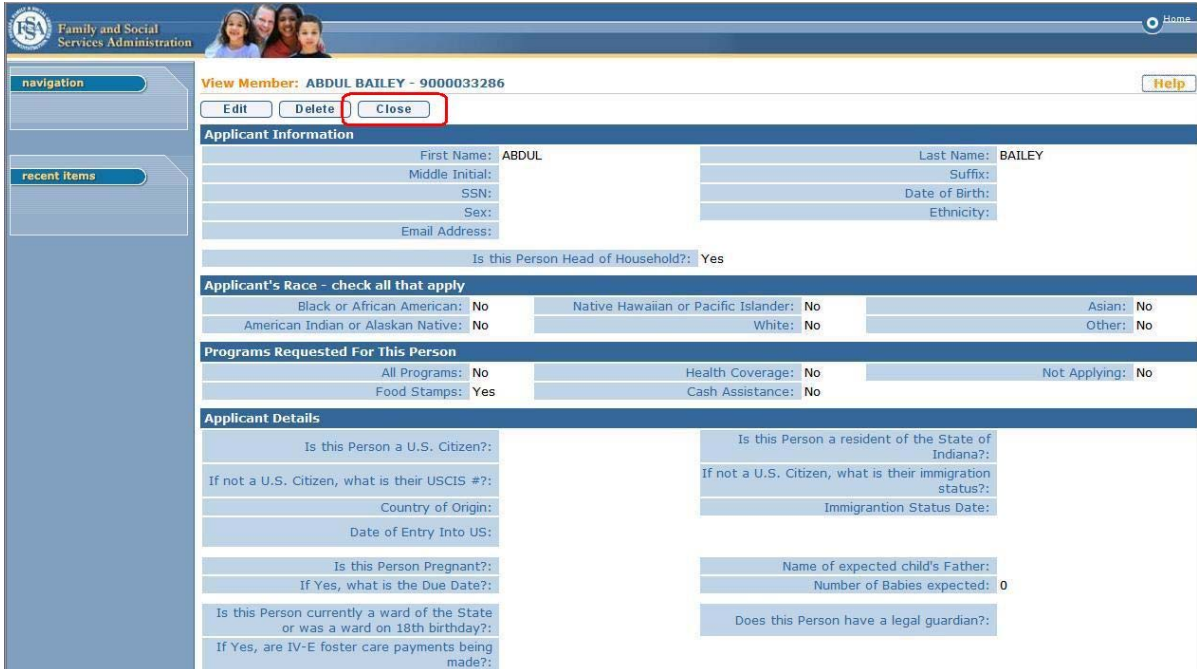
Step	Create Application Case
12	<p data-bbox="321 247 1076 279">Click <i>Expedited Food Stamps</i> from the left Navigation bar.</p> <div data-bbox="321 289 1511 772">  <p>The screenshot shows the FSSA website interface. On the left is a navigation menu with 'Expedited Food Stamps' selected. The main area displays a form for 'Information for Expedited Food Stamps'. The form contains four questions: 1. Is anyone in the household a migrant or Seasonal Farm worker?; 2. Is the household's gross monthly income less than \$150?; 3. Is household's total liquid resources, such as cash, checking / savings, less than \$100?; 4. Is the household's monthly rent / mortgage and utilities more than the gross monthly income and liquid resources? Below the questions are 'Edit' and 'Close' buttons.</p> </div> <p data-bbox="321 789 1036 821">The WFMS displays the Expedited Food Stamps page.</p>

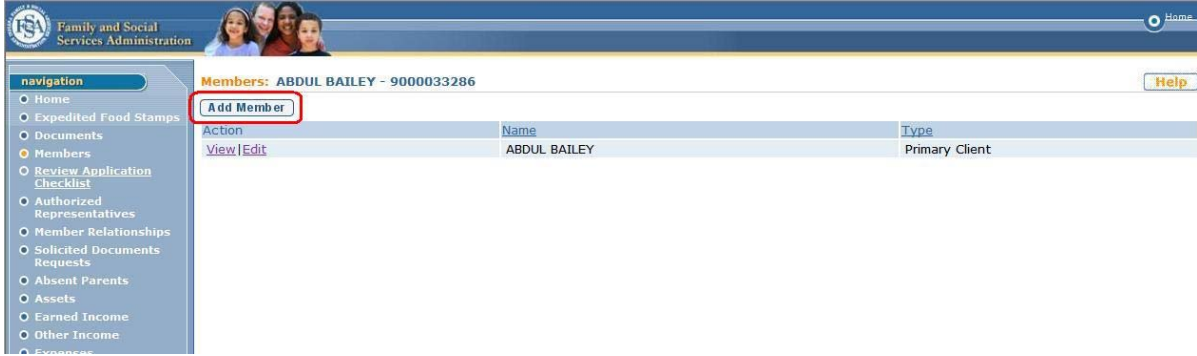

Step	Create Application Case
13	<p data-bbox="326 249 456 281">Click <i>Edit</i>.</p> <div data-bbox="321 289 1511 777">  </div> <p data-bbox="326 787 1511 892">The WFMS displays the Expedited Food Stamps page. Using the information contained on the application, select the answers to the expedited food stamps questions by using the drop down boxes.</p> <div data-bbox="321 900 1511 1339">  </div> <p data-bbox="326 1350 967 1381">Once the answers have been entered, click Save.</p> <div data-bbox="321 1390 1511 1829">  </div> <p data-bbox="326 1839 1036 1871">The WFMS displays the Expedited Food Stamps page.</p>


Step	Create Application Case
14	<p>Click Documents from the left Navigation bar.</p>  <p>The WFMS displays the Documents page.</p>
15	<p>Click Search Non Indexed Documents.</p>  <p>The WFMS displays the Document Search page.</p>
16	<p>Enter Search Criteria in the data fields. Once all search criteria is entered, click Search.</p>  <p>The WFMS populates the Search Results cluster based on the search criteria entered.</p>

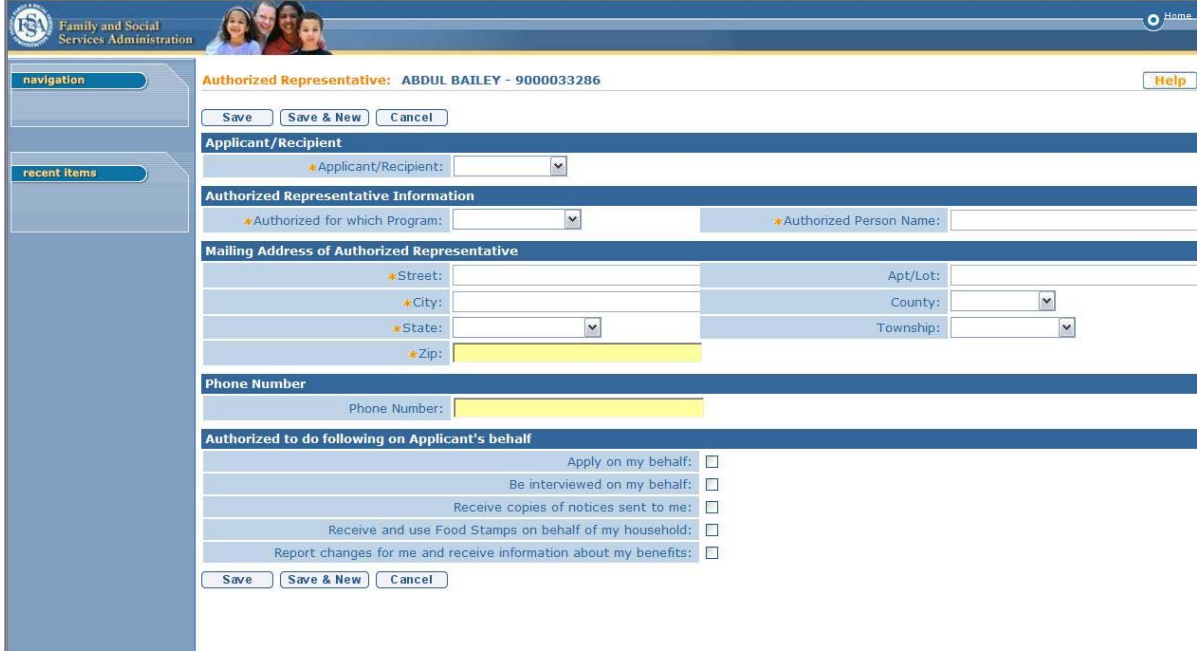
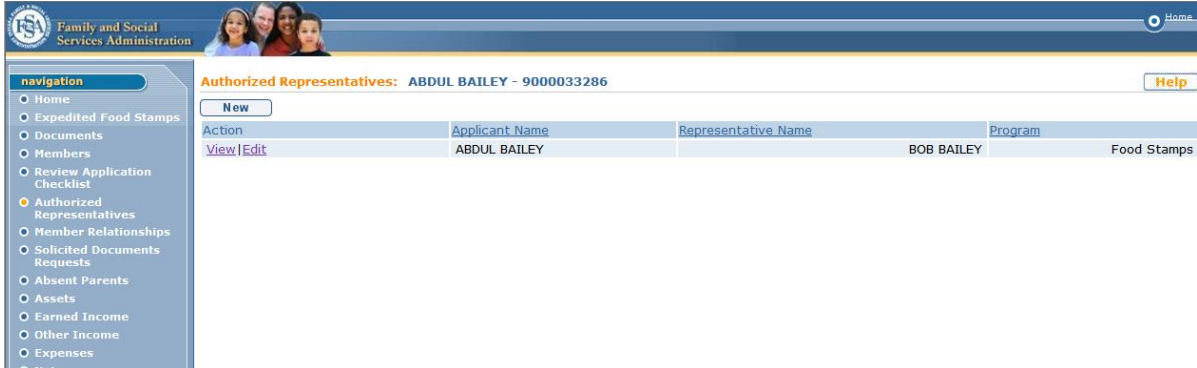
Step	Create Application Case
17	<p>Click Link next to the document to be linked to the application case.</p>  <p>The WFMS indexes the selected document to the application case and displays the Documents page.</p> 
18	Repeat steps 15-17 until all documents included in the non-indexed document task are indexed to the application case.
19	<p>Click <i>Members</i> from the left Navigation bar.</p>  <p>The WFMS displays the Members page.</p>

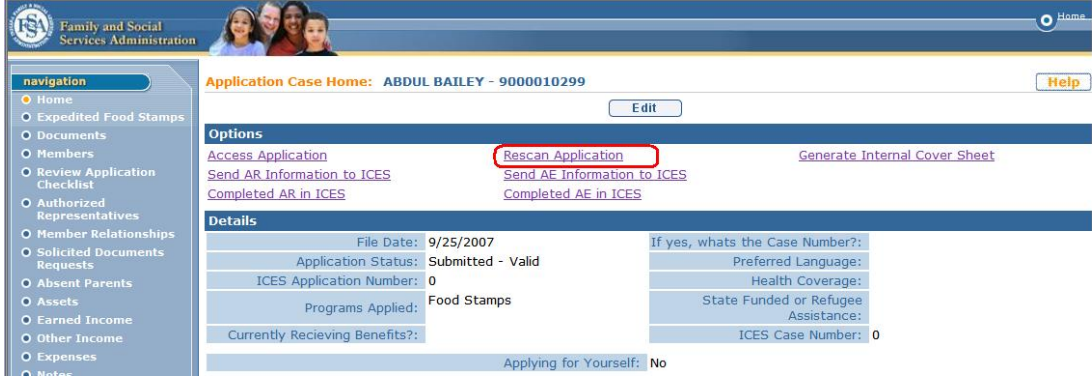
Step	Create Application Case
20	<p>Click <i>View</i> next to the member.</p>  <p>The WFMS displays the View Member page.</p>
21	<p>Click <i>Edit</i>.</p>  <p>The WFMS displays the Modify Member page.</p>

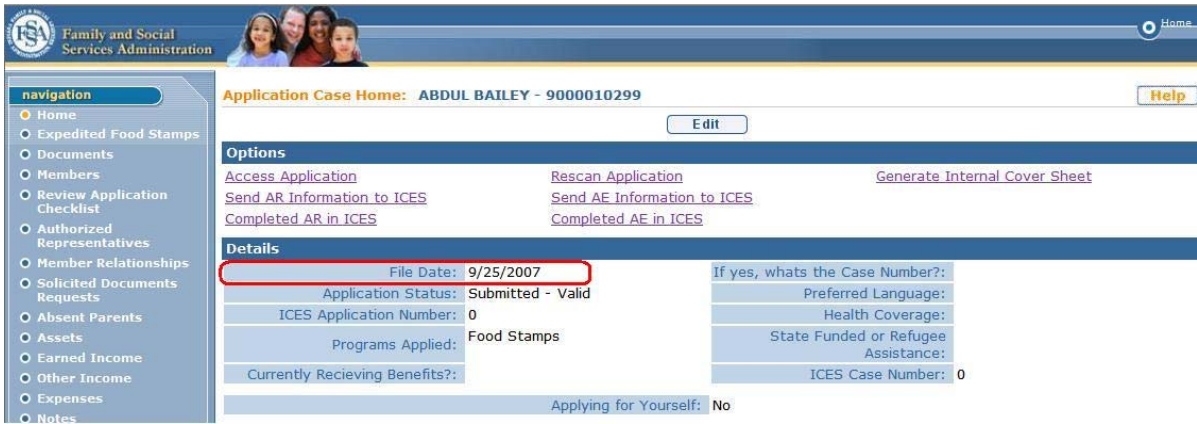

Step	Create Application Case
22	<p data-bbox="321 247 1511 344">Enter all available information contained on the application but not yet entered in the WFMS (i.e. SSN, DOB, Program Request) in the data fields. Once all information has been entered, click Save.</p> <div data-bbox="321 352 1511 1121">  </div> <p data-bbox="321 1136 1065 1169">The WFMS displays the View Member page. Click <i>Close</i>.</p> <div data-bbox="321 1178 1511 1843">  </div> <p data-bbox="321 1858 846 1892">The WFMS displays the Members page.</p>



Step	Create Application Case
23	Review the application to determine if there are additional members to be added. If no additional members are to be added, skip to Step 27.
24	<p data-bbox="321 327 902 359">From the Members page, click <i>Add Member</i>.</p>  <p data-bbox="321 732 893 764">The WFMS displays the Add Member page.</p>
25	<p data-bbox="321 779 1458 842">Using the information contained on the application, complete all information for the next member to be added. Once all information has been entered, click <i>Add</i>.</p>  <p data-bbox="321 1455 846 1486">The WFMS displays the Members page.</p> <ul data-bbox="321 1497 911 1577" style="list-style-type: none"> • To Cancel the Add Member, click <i>Cancel</i>. • The WFMS displays the Members page.
26	Repeat Steps 23-25 until all individuals on the application have been added to the Application Case.
27	Using the information contained on the application, determine if the applicant has an authorized representative. If there is no authorized representative to be added, skip to Step 31.

Step	Create Application Case
28	<p>Click <i>Authorized Representatives</i> from the left Navigation bar.</p>  <p>The WFMS displays the Authorized Representatives page.</p>
29	<p>If the applicant has designated an authorized representative, click <i>New</i>.</p>  <p>The WFMS displays the Authorized Representative page.</p>


Step	Create Application Case
30	<p>Using information contained on the application, enter all available information in the data fields for the authorized representative. Once all authorized representative information has been entered, click Save. Click Save & New if more than one Authorized Representative is to be added.</p> <p>Note: Required fields are marked with a red asterisk.</p>  <p>The WFMS displays the Authorized Representatives page with the newly added authorized representative.</p> 

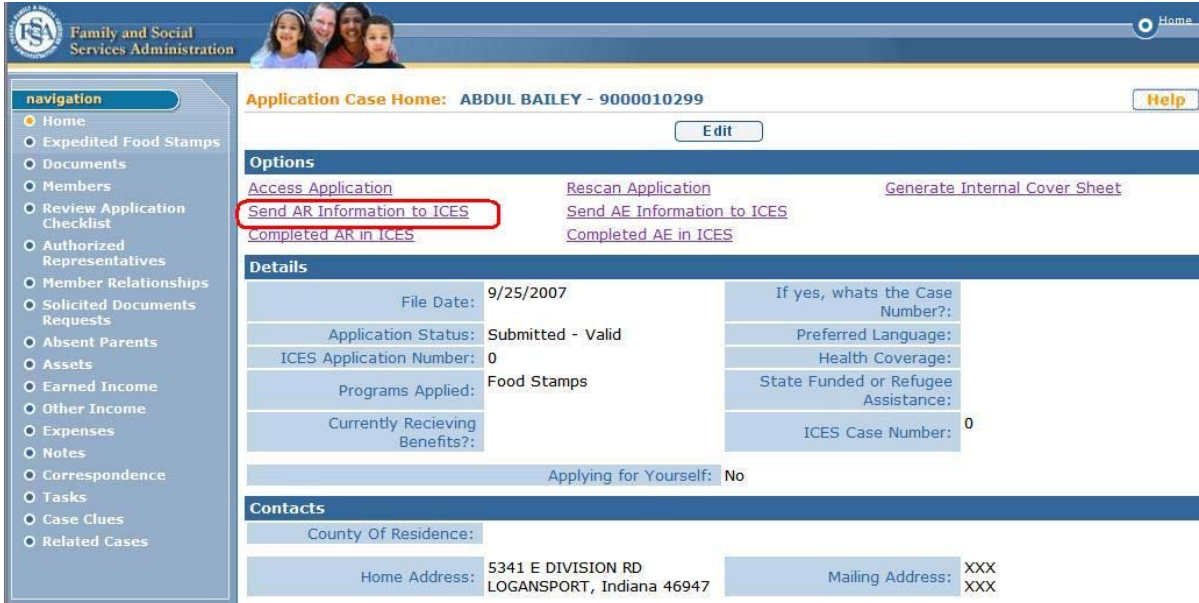
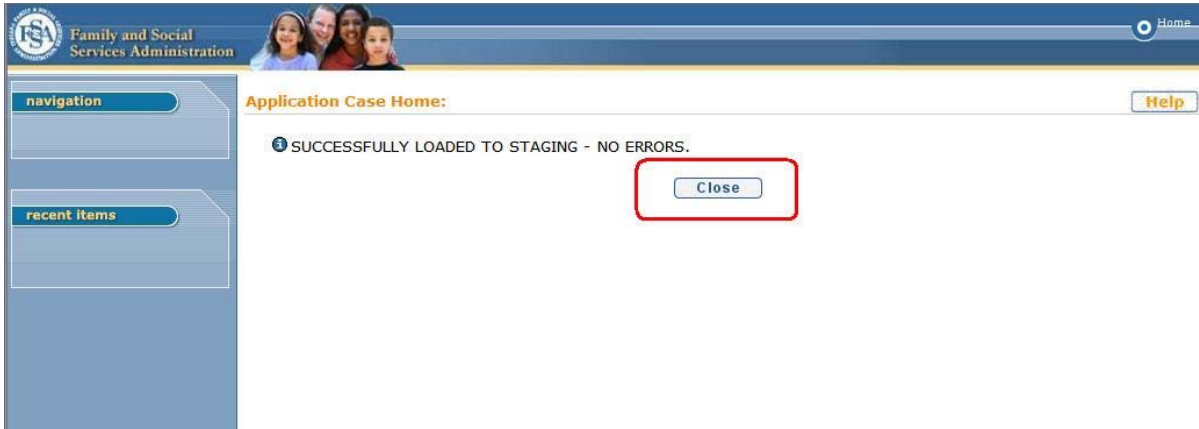
Step	Create Application Case
31	<p>Review the images of the application to verify the images are legible and in the correct order.</p> <p>If the image of an application is not legible, click <i>Rescan Application</i> under the Options cluster. Note: If the delivery method of document is shown as faxed, the document cannot be rescanned</p>  <p>If the pages of an application are not in the correct order and therefore need to be rearranged, refer to Section 3.5.5.3, Processing an Application WI Part II, Initiate Rearrange Document Task <insert hyperlink>.</p>
32	<p>Review the image of the application to determine if the application is valid according to policy. Valid applications must contain a name, address, program request, and signature.</p> <p>If an application is determined invalid, refer to Section 3.5.5.6, Processing an Application WI Part II, Initiate Research Invalid New Application Task <insert hyperlink> to create a Research Invalid New Application task for the Invalid Applications queue.</p>


Step	Create Application Case
33	<p data-bbox="321 247 1511 342">Under the Details cluster, compare the file date in the WFMS with the earliest date stamp on the application to verify the file date has been or data entered correctly in accordance with policy.</p> <div data-bbox="321 352 1511 772">  </div> <ul data-bbox="321 783 1511 961" style="list-style-type: none"> • The file date is the earliest of: • The date stamped by the State office or Help Center on the application. • The date the application is received via fax at the Document Center. • The date the application is received via mail at the Document Center. <p data-bbox="321 972 1511 1066">For HHW applications received from an enrollment center, the file date is the date of receipt at the enrollment center. This is shown at the bottom of page One in the field labeled Date of Application.</p> <div data-bbox="321 1077 1511 1140"> <p>Completed by Enrollment Center: Date of application:(month, day, year) _____ Center's Code: _____ Interviewer: _____</p> </div> <ul data-bbox="321 1150 1511 1234" style="list-style-type: none"> • If the file date is not correct, click <i>Documents</i> from the left Navigation bar. • The WFMS displays the Documents page. Click <i>Edit</i> next to the application. <div data-bbox="321 1245 1511 1581">  </div> <ul data-bbox="321 1591 1511 1696" style="list-style-type: none"> • The WFMS displays the Edit Document Details page where the file date is to be corrected. Once the correct file date has been entered, click <i>Save</i>. Be sure to include the reason for modifying the file date in the case notes. <p data-bbox="321 1707 1511 1738">The WFMS displays the Documents page.</p>
34	<p data-bbox="321 1759 1511 1791">Click <i>Home</i> in the upper right corner.</p> <p data-bbox="321 1801 1511 1833">The WFMS displays the User Home page.</p>

Step	Create Application Case																					
35	To avoid duplicate RID's and duplicate issuance of benefits, perform clearance at both the household and individual level. Refer to Section 3.11.3, Search Instructions <insert hyperlink> for instruction to search by household address, household member name(s), and household member SSN(s).																					
36	<div>Click <i>Person</i> under the Search For cluster.</div> <div></div> <div>The WFMS displays the Search Person page.</div>																					
37	Enter the Search Criteria for household member #1.																					
38	<div>Click <i>Search</i>.</div> <div>The WFMS populates the Search Results cluster based on the search criteria entered.</div> <div></div> <table><thead><tr><th>Person Name</th><th>ICES/Curam Case Number</th><th>Social Security Number</th><th>AG/Case Type</th><th>Payee</th><th>Authorized Representative</th><th>Status</th></tr></thead><tbody><tr><td>abdul bailey</td><td>9000009738</td><td></td><td>Screening Case</td><td></td><td></td><td></td></tr><tr><td>ABDUL BAILEY</td><td>9000010299</td><td></td><td>Application Case</td><td></td><td></td><td></td></tr></tbody></table>	Person Name	ICES/Curam Case Number	Social Security Number	AG/Case Type	Payee	Authorized Representative	Status	abdul bailey	9000009738		Screening Case				ABDUL BAILEY	9000010299		Application Case			
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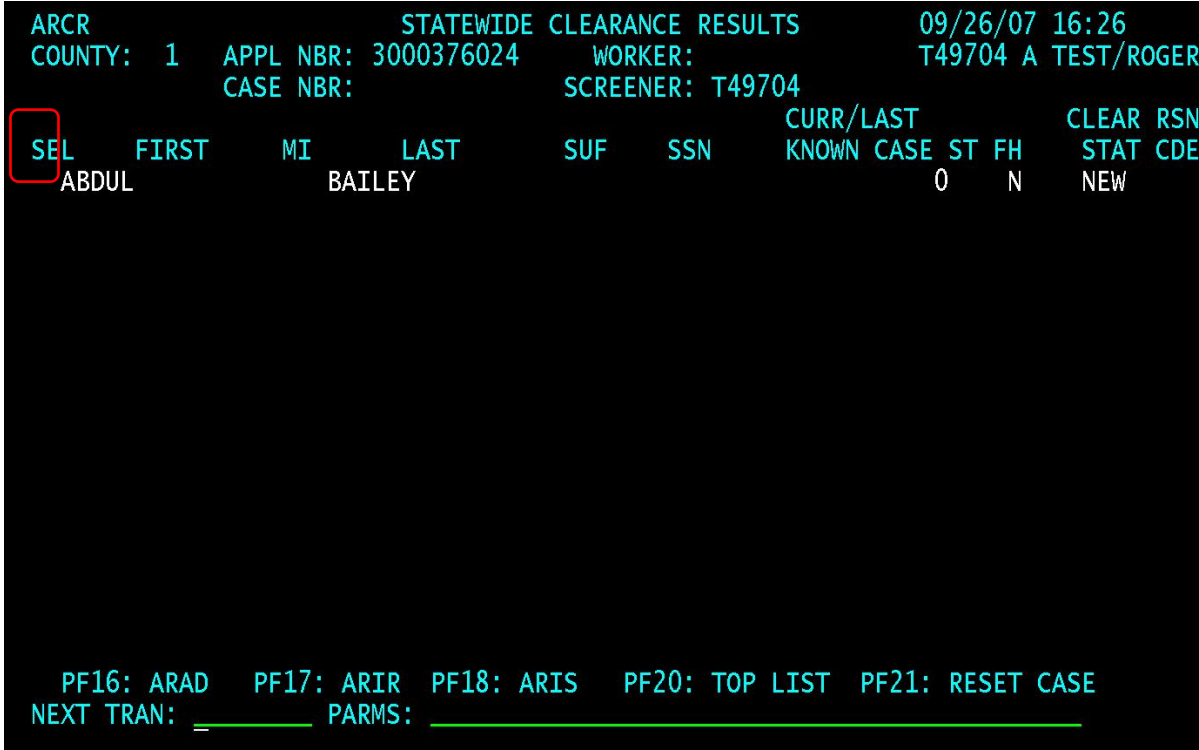

Step	Create Application Case
39	<p>Review the search results to determine if any of the individuals on the application are in another case with either a pending or open status. It may be necessary to review each case individually to determine the current status. If necessary, sort the Search Results by clicking on the column name. If multiple application cases exist for one individual, review the application case status by clicking on the ICES/Curam Case Number. The WFMS displays the Application Case Home. Review the status of the application case.</p> <p>Note: If an application is received for Food Stamps, TANF, or another Medicaid program for an individual who is currently receiving MA 4 or MA 8 then the application needs to be treated as a NEW application and not an Add a Program application. Please refer to the instructions for processing a new application for the application for Food Stamps, TANF, and/or Medicaid and complete using those instructions. Do not treat as an Add a Program Application.</p> <p>If any of the individuals on the application are in another case, determine whether the application is for a case due for redetermination or is either an Add a Program or Add a Person application. If the application contains the same household members as an existing case but is requesting another program, mark the Add a Program Only box on the Review Application Checklist. If the application contains another household member and/or is requesting another program, mark the Member(s) on application currently active in another ICES case box on the Review Application Checklist.</p> <p>From the Application Case Home page, click Review Application Checklist from the left Navigation bar and mark the appropriate box. Click Save. The WFMS displays the Review Application Checklist.</p>
40	Repeat Steps 35-39 for each household member.
41	Compare all information on the Application Case Home page with the application, verifying that the information has been data entered correctly.

Step	Create Application Case
42	<p>Click <i>Home</i> from the left Navigation bar.</p>  <p>The WFMS displays the Application Case Home page.</p>

Step	Create Application Case
43	<p data-bbox="321 247 1377 310">From the Application Case Home page, under the Options cluster, click <i>Send AR Information to ICES</i>.</p> <div data-bbox="321 321 1513 919">  </div> <p data-bbox="321 940 1469 1035">The WFMS displays a confirmation page. Click <i>Close</i>. If the WFMS does not display a Successfully Loaded to Staging confirmation page, resolve the issues preventing the AR push before attempting to Send AR Information to ICES.</p> <div data-bbox="321 1045 1513 1470">  </div>

Step	Create Application Case
44	<p>Navigate to ICES. Enter TRAN: ARLD; PARMS: WFMS Application Number. Press Enter. The WFMS Application Number can be found at the top of the Application Case Home page.</p> 
45	The WFMS pushes the application information through the AR driver flow in ICES.
46	<p>Complete subsequent application registration screens.</p> <p>If the WFMS pushes all Application Registration information with the AR Driver Flow stopping at ARAS, skip to Step 51. ICES screen ARAS will only display if Food Stamps is a program requested.</p>


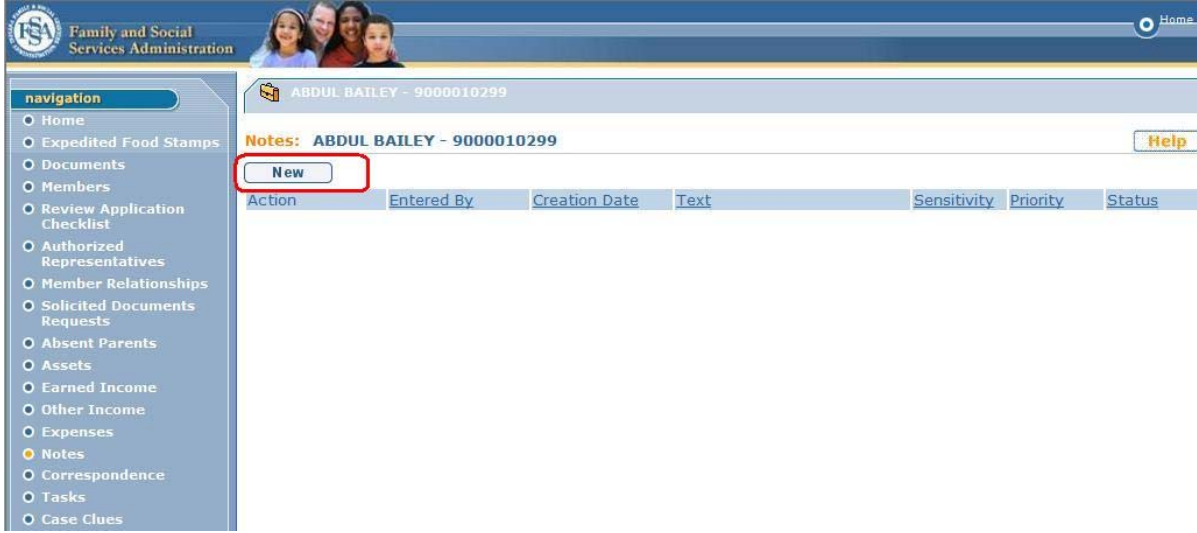
Step	Create Application Case
47	<p data-bbox="326 247 1503 310">Complete screen ARIS – Individual Statewide Clearance List. ARIS displays when potential matches are found.</p> <div data-bbox="326 321 1442 1024" data-label="Code-Block"> <pre> ARIS INDIVIDUAL STATEWIDE CLEARANCE LIST 07/12/07 08:54 COUNTY: 49 APPL NBR: 3000349179 WORKER: T49704 T49704 A TEST/ROGER SSN FIRST MI LAST SUF DOB S R 308945688 PEYTON MANNING 05031974 M W S RID/SSN FIRST MI LAST SUF DOB S R ST CO SCORE = 300020553 PEYTON MANNING 05011974 M W A 49 76 - 311700004 PEYTON MANNING 01011970 M W I 72 61 PF17: ARIR (NO SELECT); PF20: TOP OF LIST; PF22: NEW INDV; PF23: AEIPC NEXT TRAN: _____ PARMS: _____ </pre> </div> <ul data-bbox="326 1045 1503 1402" style="list-style-type: none"> • For an exact match, place an “X” in the select column and press Enter. The next individual displays and the same process is repeated until all individuals have been cleared. • If determined that demographic data contained in ICES is different than demographic data contained on the application, reconcile the information to allow for completion of the application registration process without creating a duplicate RID. Be sure to include any incorrect demographic data in case notes to inform the next worker of the necessity to make any required demographic corrections. • If the individual is not known to ICES, press PF22. An edit appears at the bottom of the screen. To confirm the individual is new, enter “Y” and press Enter. <div data-bbox="326 1413 1239 1455" data-label="Code-Block"> <pre> PF22 - NEW INDV, ARE YOU SURE ?, PLEASE CONFIRM: _ (Y/N) </pre> </div>

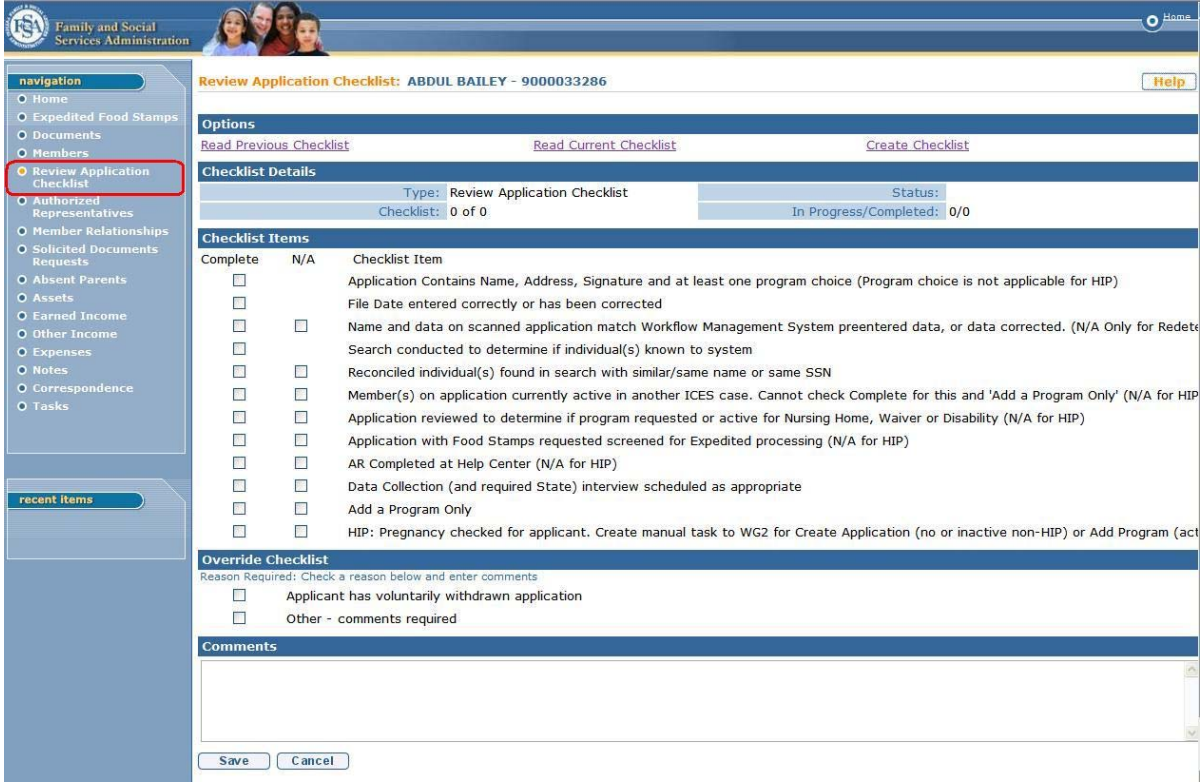
Step	Create Application Case
48	<p data-bbox="321 247 1513 310">Complete screen ARCR – Statewide Clearance Results. ARCR displays the results of the individual clearance process for all applicants.</p> <div data-bbox="321 321 1513 1066">  </div> <ul data-bbox="321 1077 1513 1308" style="list-style-type: none"> • If an individual is known to ICES, use the inactive Case Number containing the most current/correct information. Place an “X” in the select column and press Enter. • Reset the Case Number on ARCR if a more appropriate Case Number is available. Press PF21. Press Enter. • If an individual fails clearance, refer to File Clearance Failure Reason Codes by entering TRAN: RFDI; PARMS: TSCF. Resolve clearance issues and continue with Step 49. <div data-bbox="321 1318 1429 1478">  </div>


Step	Create Application Case
49	<p data-bbox="321 247 1468 279">View screen ARPC – Prior Contacts List. ARPC is an informational screen. Press Enter.</p> <div data-bbox="321 289 1511 1031"> <pre> ARPC PRIOR CONTACTS LIST 09/26/07 16:29 COUNTY: 01 APPL NBR: 3000376024 T49704 A TEST/ROGER INDIV NUM FIRST MI LAST SUF SSN DOB S R 300080284799 ABDUL BAILEY 08061972 M B PROGRAMS IDENTIFIER STATUS BEGIN END COUNTY APPLCN REGISTRATION 3000376024 PEND 09/26/07 01 NEXT TRAN: _____ PARS: _____ </pre> </div>
50	<p data-bbox="321 1047 1495 1115">Complete screen ARCP – Choice of Programs. ARCP is pre-filled with choice of programs for each member. Press Enter.</p> <div data-bbox="321 1125 1511 1869"> <pre> ARCP CHOICE OF PROGRAMS 09/26/07 16:40 COUNTY: 1 APPL : 3000376024 WORKER: T49704 A TEST/ROGER LAST ACTIVITY DATE: 09/26/07 STATUS: PEND ALL LISTED INDIVIDUALS APPLY FOR CASH, MEDICAL, FS: = INDIVIDUAL CASH,MEDICAL,FS CASH MEDICAL FS MA ENROLL 1 ABDUL B - N N Y N NEXT TRAN: _____ PARS: _____ </pre> </div>

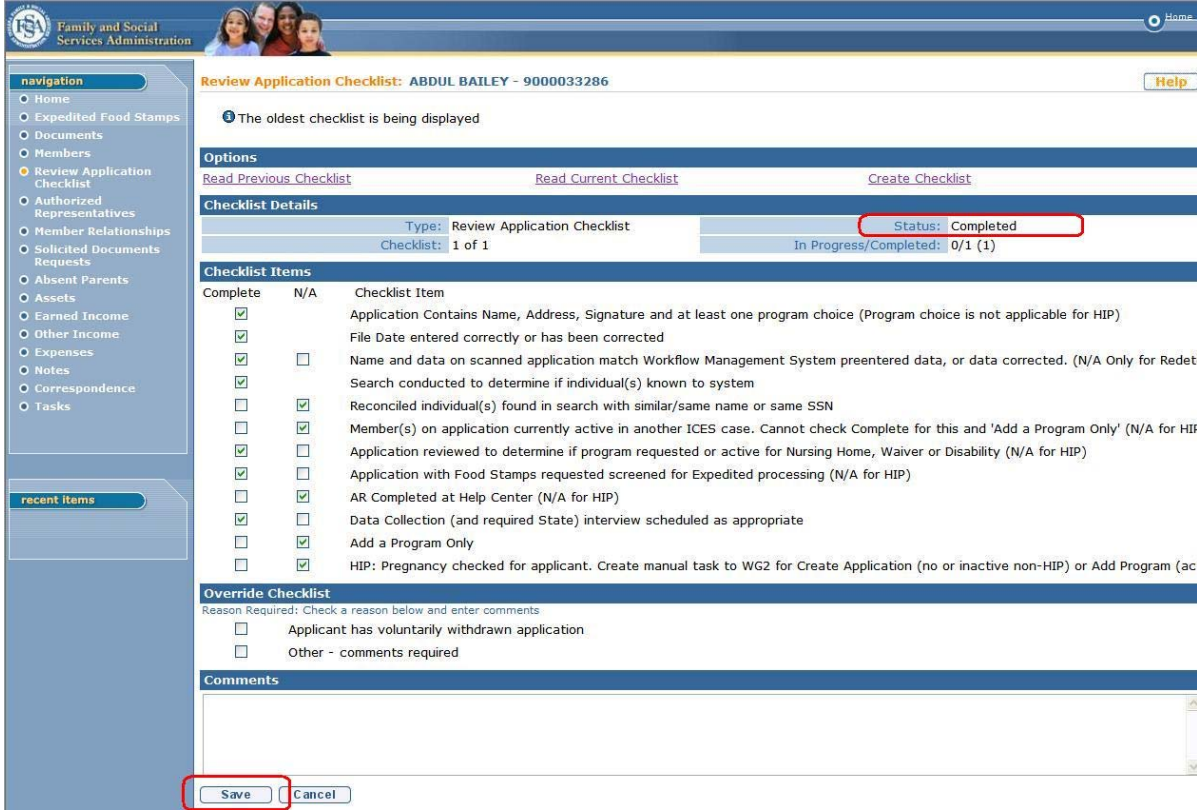

Step	Create Application Case
51	<p data-bbox="321 247 1511 342">Complete screen ARAS – Application Screening. ARAS is pre-filled and displays only when Food Stamps is a program applied for. Review the message at the bottom of the screen to determine appointment scheduling timeframes. Press Enter.</p> <div data-bbox="324 352 1511 1092" style="background-color: black; color: cyan; padding: 10px;"> <p data-bbox="345 363 1507 457"> ARAS APPLICATION SCREENING 09/26/07 16:29 COUNTY: 01 APPL NBR: 3000376024 WORKER: T49704 A TEST/ROGER APPL DATE: 09/26/07 STATUS: PE SCREENER: T49704 </p> <p data-bbox="345 489 1396 709"> 1. IS ANY INDIVIDUAL A MIGRANT OR SEASONAL FARM WORKER? <u>N</u> IF YES, WILL YOU RECEIVE INCOME FROM YOUR FORMER EMPLOYER AFTER TODAY? <u>_</u> WILL YOU RECEIVE MORE THAN \$25 INCOME FROM YOUR NEW EMPLOYER WITHIN 10 DAYS? <u>_</u> WILL YOUR LIQUID RESOURCES, SUCH AS CASH, CHECKING/SAVINGS, BE \$100 OR LESS? <u>_</u> </p> <p data-bbox="345 741 1349 804"> 2. ARE YOUR MONTHLY RENT/MORTGAGE AND UTILITIES MORE THAN YOUR GROSS MONTHLY INCOME AND LIQUID RESOURCES? <u>Y</u> </p> <p data-bbox="345 835 1068 867"> 3. IS YOUR GROSS MONTHLY INCOME LESS THAN \$150? <u>Y</u> </p> <p data-bbox="345 898 1333 961"> 4. ARE YOUR LIQUID RESOURCES, SUCH AS CASH CHECKING/SAVING ACCOUNTS, \$100 OR LESS? <u>Y</u> </p> <div data-bbox="456 972 1049 1041" style="border: 2px solid red; padding: 5px; margin: 10px auto; width: fit-content;"> B65 - EXPEDITE FOOD STAMP INTERVIEW </div> <p data-bbox="345 1056 1393 1087"> NEXT TRAN: _____ PARMS: _____ </p> </div>



Step	Create Application Case
52	<p data-bbox="321 247 1044 279">Under the Options cluster, click <i>Completed AR</i> in ICES.</p> <div data-bbox="321 289 1515 877"> </div> <p data-bbox="321 894 1023 926">The WFMS displays a confirmation page. Click <i>Close</i>.</p> <div data-bbox="321 936 1515 1392"> </div>
53	<ul style="list-style-type: none"> Schedule an interview(s) on CSOAS – Client Scheduling Appointment Scheduler following scheduling instructions and rules. Refer to Section 4.10, Scheduling Instructions and Rules Table <insert hyperlink>. If the applicant qualifies for an expedited Food Stamp interview, attempt to contact the applicant via telephone (following business rules for telephone contact) to schedule an expedited interview appointment. If unable to contact the applicant, schedule an interview and refer to Section 3.11.4, Sending Notices <insert hyperlink> to send an FI 007 – Notice of Interview/Appointment.

Step	Create Application Case
54	<p>Click Notes from the left Navigation bar. If an ICES case exists, navigate to ICES and enter case notes. Enter TRAN: CLRC; PARMS: ICES Case Number. Skip to Step 57.</p>  <p>The WFMS displays the Notes page.</p>
55	<p>Click New.</p>  <p>The WFMS displays the Create Note page.</p>
56	<ul style="list-style-type: none"> Enter case notes regarding the application review and registration process. Include application date; file clearance issues, demographic information that needs to be reconciled during AE, and any actions taken or information pertinent to the continued processing of the application. Once all notes have been entered, click Save. The WFMS displays the Notes page with the newly added note.

Step	Create Application Case
57	<p data-bbox="321 247 1136 279">Click <i>Review Application Checklist</i> from the left Navigation bar.</p>  <p data-bbox="321 1077 1099 1108">The WFMS displays the Review Application Checklist page.</p>

Step	Create Application Case
58	<p data-bbox="321 247 1159 279">Mark the appropriate boxes on the Review Application Checklist.</p> <div data-bbox="321 289 1511 1066">  <ul style="list-style-type: none"> • If any member(s) on the application is/are currently active in another ICES case, mark the box: Member(s) on application is/are currently in another ICES case. Marking this box generates the Process New Application with Active/Case Member task to the appropriate Workgroup. • If the application is for Add a Program Only, mark the box: Add a Program Only. Marking this box generates the Add a New Program task to the appropriate Workgroup. Click <i>Save</i>. The WFMS displays the Review Application Checklist page. Click <i>Home</i> from the left Navigation bar. The WFMS displays the Application Case Home page. To link the application case to the standard case, it is necessary to change the application case status to Submitted – Add a Program. From the Application Case Home page, click <i>Edit</i>. The WFMS displays the Modify Application Case page. Using the drop down for the Application Status, select Submitted – Add a Program. Click <i>Save</i>. The WFMS displays the Related Search Case page. Enter the search criteria to find the standard case. Click <i>Search</i>. Click <i>Select</i> to designate the standard case. • If the applicant has voluntarily withdrawn the application or if there is another reason to override the checklist, mark the appropriate box and enter comments (if necessary). Marking this box generates the State Review and Eligibility Determination task to the appropriate FSSA Workgroup. </div>

Step	Create Application Case
59	<p>Once all applicable items have been certified on the checklist, click Save.</p>  <p>The WFMS updates the status of the checklist to Completed and generates the appropriate task for the appropriate Workgroup based upon boxes marked as Completed.</p>
60	<p>Click Tasks from the left Navigation bar.</p>  <p>The WFMS displays the Tasks page with the task generated as a result of the completion of the Review Application Checklist.</p>

Step	Create Application Case
61	<p>Click the <i>Task ID</i> for the reserved task.</p>  <p>The WFMS displays the Task Home.</p>
62	<p>Under the Options cluster, click <i>Close Task</i>.</p>  <p>The WFMS displays the Task Home with the next task.</p>